SMARTCARD FOODSERVICE

BACKOFFICE

Administrator's Guide

Version 4.00

MAXIMUS

Intelligent Technologies Division

JAN 2002

1 WELCOME TO FOODSERVICE BACKOFFICE!

Welcome to Smart Card Foodservice BackOffice, a software application that enables dining facility officers to manage food services more effectively.

The BackOffice application keeps track of station status and meal totals. In addition, it provides various reporting features.

This Administrator's Guide is designed specifically for the BackOffice application.

1 Welcome to FoodService BackOffice

1.1 What is Foodservice?

Smart Card Foodservice is a software application that records an electronic headcount of all diners and all meal transactions at a specific facility. Dining facility officers can easily and quickly record the branch and meal entitlement code (MEC) of the diners.

1.2 What is BackOffice?

BackOffice enables dining facility officers to monitor electronic headcount data and establish the parameters for meal transaction data collection. These parameters include meal prices, meal times, UIC exclusion lists, and many other data points. The data is gathered through the Foodservice application, and includes all diners and all meal types at a specific facility. In addition, the dining facility officers can track each station's status and activity levels.

1.3 What are Smart Cards?

A smart card is the size of a standard credit card, and it contains an integrated circuit (IC) chip embedded in its plastic. The IC chip contains a microprocessor that securely stores, processes, and updates data. This allows the smart card to manage valuable information, process transactions, authenticate identity, and access networks or databases.

Four branches of the military use smart cards: Air Force, Army, Marines and Navy.

1.4 Notice to CAC Cardholders

The CAC is designed to prevent unauthorized use of the card by users other than the original cardholder. If an incorrect PIN is entered three (3) consecutive times, the card will automatically be locked and rendered unusable. Contact the DEERS/RAPIDS Station Manager if this occurs.

1.5 What are the Benefits of Foodservice?

The benefits of the Foodservice application include:

- ♦ Speed and accuracy in gathering headcount data
- ♦ Updateable, multi-function plastic meal card, instead of static, single-function paper meal card
- ♦ Elimination of redundant data entry
- ♦ Efficient processing of diners, regardless of branch affiliation
- ♦ Reduction of waste, fraud and abuse
- ♦ Portable information carrier device that can interact with different databases
- ♦ Secure delineation between manager and operator functions

1.6 Notice to Users

This manual assumes that the user is able to:

- Work in the Windows operating systems, including Windows 98 or Windows NT
- Find and open files
- Select options from check boxes, buttons, and drop down lists
- Use online help

The Windows operating system provides information about using online help, as well as finding and opening files. To access Windows Help, from the Start menu, choose Help.

2 BASICS

Smart Card Foodservice BackOffice is easy to install and run. This chapter provides all of the information needed to install the software and start the application.

2.1 System Requirements

BackOffice can be run on two different platforms: stand-alone or client/server.

Stand-Alone A computer that is not connected to a network. The computer runs the BackOffice application and stores all data on its hard drive.

Client/Server A combination of two or more computers. There may be one or more client computers, but only one server computer. A network connects the computers.

The client runs the Foodservice application and sends data to the server. The server runs the BackOffice application and stores data on its hard drive.

NOTE

When using the Client/Server platform the server must be re-booted to recognize the associated client computers.

The remainder of this section outlines the required elements for each platform.

2.1.1 Stand Alone Platform

The stand-alone platform is used when the computer is not connected to a network. The stand-alone platform requires the following elements to run properly:

REQUIREMENT	SPECIFICATIONS
Personal Computer	Pentium 300 MHz (minimum) or 633MHz 128 MB RAM 2-3 open Serial Ports (COM 4 dedicated to touch screen device, COM3 dedicated to LCD Display – *Army configuration only*) Video Port or USB Port Parallel Port (receipt printer, etc.) Floppy drive connection Keyboard connection NT 4.0 NT 4.0 Service Pack 6 or higher 2 (RJ-45 to 9 pin or 25-pin connectors) 6.0 GB HD 2MB Video RAM Video standard (800x600 resolution/65,536 colors) 3.5" Disk Drive
Software	Microsoft Data Engine (MSDE) Version 1.0 w/SP3 – *Army Only*
Optional	Touch-screen 5000, Patriot or recommended or approved alternate 800x600 required resolution Universal Power Supply, highly recommended-backup duration dependent on operational requirements Army Options: Epson Receipt Printer (Model TM-U200PB 1) : Parallel Cash Drawer for Epson Receipt Printer (Model 225-200T04-89) Bar Code Scanner (Symbol PDF620) Mintronix LCD Display
Num Pad	Standard numeric keypad (w/PS-2 connector required for PIN input if GCR 500 is not used) – Payroll deduction
Smart Card Reader	Gemplus GemPC 410, (Gemself 700-MS2 in place of Num Pad) PIN requirements
Barcode Scanner	Optional: Symbol Model: PDF620 2D (PDF417) barcode scanner

2.1.2 Client/Server Platform

The client/server platform is used when the computers are connected to a network. The client/server platform requires two types of computers: one or more client computer(s) and one server computer.

Client Computer that runs the Foodservice application and sends this information to the server.

Server Computer that runs the BackOffice application and holds the directory containing saved dining information.

Each type of computer on the following page requires the specified elements to run properly:

NOTE

When using the Client/Server platform the server must be re-booted to recognize the associated client computers.

SERVER

Personal Computer (PC)	Pentium 550 MHz or higher 128 MB RAM 10 GB HD 2 MB VRAM 3.5" Disk Drive Keyboard Mouse 2 COM (Serial) Ports
Monitor	17" Monitor @ 800x600 or 1024x768 (recommended) resolution
SQL Server	Microsoft SQL Server 7.0 w/SQL Server SP3 – *Army Only*
Operating System	Microsoft 98, ME, NT (w/Service Pack 6) & 2000
Optional	NIC (10 Base minimum) when system is networked Printer Tape Backup Universal Power Supply, highly recommended when networked - backup duration dependent on operational requirements
Databases	Microsoft Access, SQL Server 7.0 w/SQL Server Service Pack 3 (*Army Only*)
Card Services	MAXIMUS Cartographer
Smart Card Reader	Gemplus GemPC 410

CLIENT

Personal Computer (PC)	Pentium 300 MHz (minimum) or 633MHz 128 MB RAM 2-3 open Serial Ports (COM 4 dedicated to touch screen device, COM3 dedicated to LCD Display – *Army configuration only*) Video Port or USB Port Parallel Port (receipt printer, etc.) Floppy drive connection Keyboard connection NT 4.0 NT 4.0 Service Pack 6 or higher 2 (RJ-45 to 9 pin or 25-pin connectors) 6.0 GB HD 2MB Video RAM Video standard (800x600 resolution/65,536 colors)
Software	Microsoft Data Engine (MSDE) Version 1.0 w/SP3 – *Army Only*
Optional	Touch-screen 5000, Patriot or recommended or approved alternate 800x600 required resolution Universal Power Supply, highly recommended-backup duration dependent on operational requirements Army Options: Epson Receipt Printer (Model TM-U200PB 1) : Parallel Cash Drawer for Epson Receipt Printer (Model 225-200T04-89) Bar Code Scanner (Symbol PDF620) Mintronix LCD Display
Num Pad	Standard numeric keypad (w/PS-2 connector required for PIN input if GCR 500 is not used) – Payroll deduction
Smart Card Reader/ Barcode Scanner	Gemplus GemPC 410, (Gemself 700-MS2 in place of Num Pad) PIN requirements Optional: Symbol Model: PDF620 2D (PDF417) barcode scanner

2.2 Install BackOffice

BackOffice installs like most other Windows-based applications.

1. Close all Windows applications.

2. Insert the CD-ROM labeled **Smart Card Foodservice (BackOffice)** into its appropriate drive.

3. From the Microsoft Windows Screen, click 

.

OR

Click the **CD Icon** created on the desktop.

CD-ROM

4. When installing the application from a CD-ROM, the application automatically begins the installation process. If the installation does not occur automatically follow the steps provided.

5. From the Start Menu, click **Run**.

6. On the Run Screen, type the appropriate drive **x:\setup.exe**. (Where **X** is the drive letter for your CD-ROM drive.)

7. On the Run Screen, click 

.

8. Follow the **on-screen instructions** provided by the setup program.

FLOPPY/FLOPPY ON CD

4. From the Start Menu, click **Windows Explorer**.

5. Select the **drive** designated for the Disk/CD-ROM.

6. Select **SmartCard Foodservice (BackOffice)**.

7. Double click **Disk 1**.

8. Double click **Setup.exe**.

9. Follow the on-screen instructions provided by the setup program.

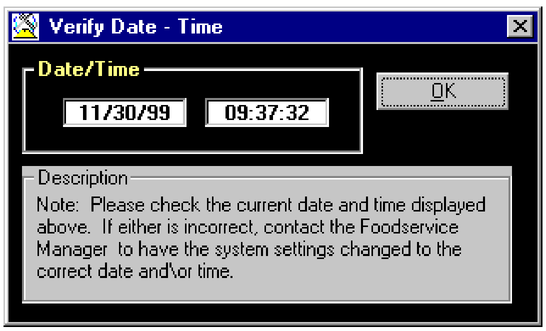
2.3 Start BackOffice

1. On the Microsoft Windows Screen, click  **Programs** **Smart Card Applications**.

2. From the Smart Card Applications Menu, click **Smart Card Foodservice (BackOffice)**.

The BackOffice application starts.

The Verify Date – Time Screen appears.



NOTE

The first time the application is run, the application settings must be assigned.

See Set Up BackOffice, Section 2.4, page 13.

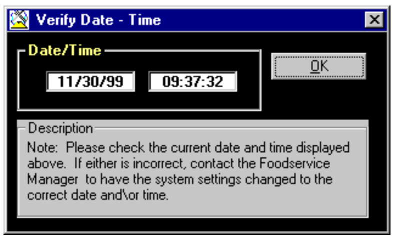
- *When using the Client/Server platform the server must be re-booted to recognize the associated client computers*

2.3.1 Verify Date - Time

The Verify Date – Time Screen helps to ensure that the application records the correct date and time for all transactions. The date and time displayed on this screen reflect the date and time set on the computer.

1. Open the BackOffice application.

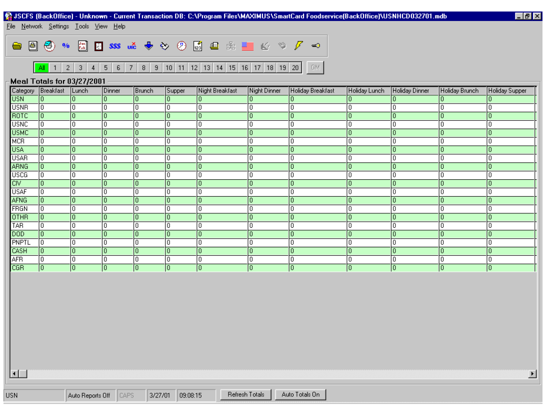
The Verify Date – Time Screen appears.



2. Verify the Date and Time.

- If the information is correct, click **OK**.
- If the information is incorrect, the manager must correct it (see page 93 and 94).

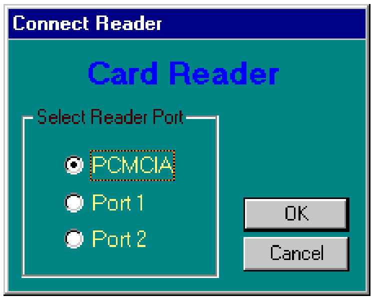
When the information is correct and **OK** is clicked, the Main Screen appears.

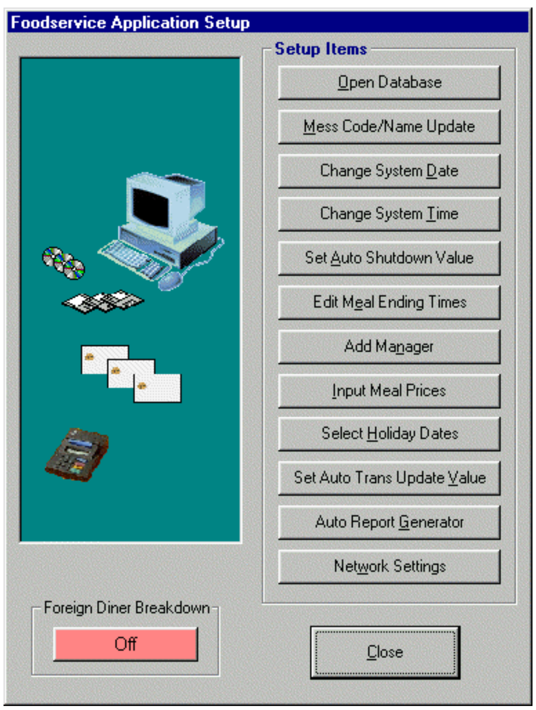


For more information about the Main Screen, see section 2.5, page 38.

2.4 Set Up BackOffice

The first time that the application runs, the Connect Reader and Setup Items Screens appear automatically. You must specify the settings on the Connect Reader and Setup Items Screens.





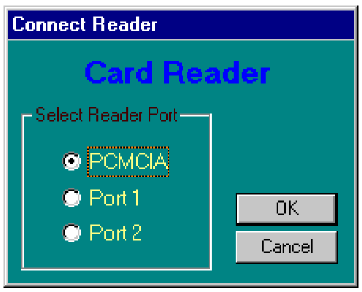
NOTE

The first time the application runs, the Setup Items become available one after the other as each item is set up.

Later, the manager can change the settings on these screens at any time through the Menu Bar on the Main Screen. For more information about the Menu Bar, see section 2.5.2.

2.4.1 Connect Reader

Through the Connect Reader Screen, the manager specifies the port where the Card reader is attached.



1. Select the correct **Reader Port** radio button.

2. Click **OK**.

   This completes the assignment of the port settings.

2.4.2 Foodservice Application Setup Items

The Setup Items Screen allows you to set parameters for normal operation of the application:

Open Database	Select the master database that stores all of the application information.
Dining Facility Name Update	Enter the dining facility's name and UIC.
or	
Mess Code/Name Update	Enter the mess code and name of the dining facility. *This option is only available for the Navy.*
Change System Date	Assign the date to the BackOffice computer and all on-line workstations.
Change System Time	Assign the time to the BackOffice computer and all on-line workstations.
Set Auto Shutdown Value	Specify the number of minutes that the BackOffice computer may be idle while a manager is logged on.
Edit Meal Ending Times	Assign the ending times for collecting specific meal data.
Add Manager	Register individuals as authorized managers, using their smart cards.
Input Meal Prices	Assign prices for each type of meal and meal entitlement code (MEC).
Select Holiday Dates	Select the dates that holiday meals will be served.
Set Auto Trans Update Value	Select the time to elapse between meal total updates.
Auto Report Generator	Specify when reports should automatically be generated.
Network Settings	Assign network settings for the client/server platform.

Select Branch

The manager must select the military branch that the dining facility primarily services.

1. Click **Select Branch**.

The Select Service Screen appears.

> **NOTE**
>
> ***A-La-Carte*** *is a selectable option for the Army. It is the default setting for the Air Force; it is not available for the Navy or Marines.*
>
> ***Shipboard*** *is only an option for the Navy.*
>
> ***Credit Based*** *applies a credit for all meal transactions eliminating the exchange of currency. You can view the credits applied from the Credit Meal Report. For information about printing and viewing reports see, page 88.*

2. Select the appropriate mode of operation:

- To choose A-La-Carte mode, click the **A-La-Carte** check box.
  For more information, *see Foodservice A-La-Carte Manager's Guide.*
- To choose Shipboard mode, click the **Shipboard** check box.
- To choose Credit Based mode, click the **Credit Based** check box.

3. Click the primary branch that the dining facility services.

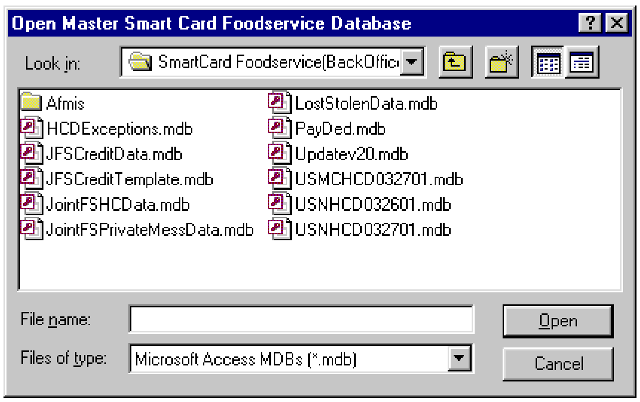
4. To accept the selected branch, click **Yes**.

The Open Master Smart Card Foodservice Database Screen appears. Refer to the graphic on the next page.

5. To locate and select the database you wish to open, refer to procedure in the next subsection (Open Database).

Open Database

After selecting the branch, the Open Master Database Screen automatically appears. The manager must select the master database that stores all of the application setting information.



NOTE

If the system is networked, the selected directory must be set for sharing. See page 35 for instructions.

1. In the Look in text box, select the correct directory (FSHCData.mdb.)

2. Click the **FSHCData.mdb** file.

The file appears in the File name text box.

3. Click **Open**.

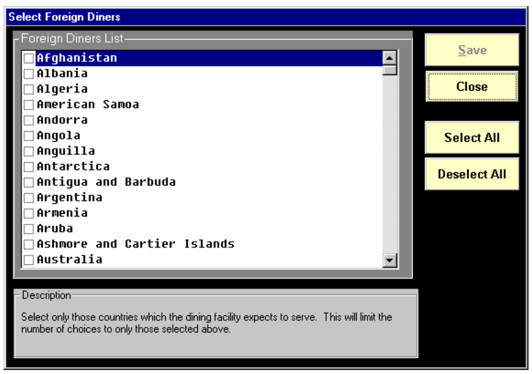
The Master Database file is open.

Foreign Diner Breakdown

Operators can track the meals served to diners of specified countries.

1. In the Foreign Diner Breakdown area, click **Off**.

The Select Foreign Diners Screen appears.



2. Scroll through the list of countries to find those that are to be selected.

3. Click the check box beside each country to be tracked.

- ♦ To select all countries, click **Select All**.
- ♦ To deselect all countries, click **Deselect All**.

4. Click **Close.**

A confirmation screen appears.

5. Click **OK**.

The Application Setup Screen appears with the Foreign Diner Breakdown Area turned **on.**

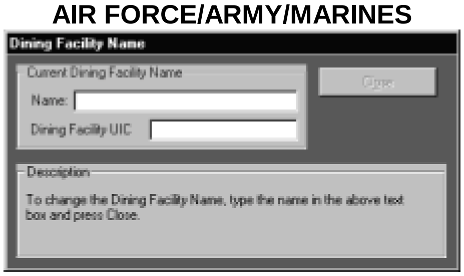
Dining Facility Name Update/Mess Code

If the Navy is the primary selection, the manager must identify the name of the dining facility where the application is running, as well as the mess code.

1. Click **Dining Facility Name Update**.

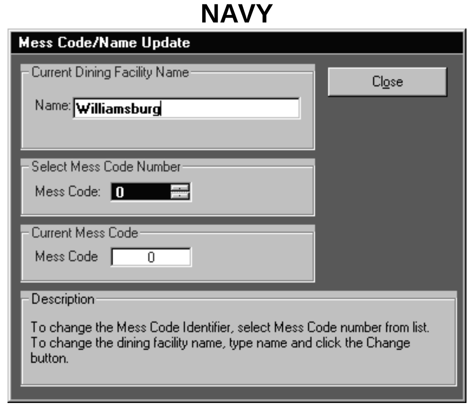
The Dining Facility Name Screen appears.

AIR FORCE/ARMY/MARINES



The **Dining Facility UIC** field applies only to the USMC. This field does not appear in the other services.

NAVY



2. In the Name field, enter the dining facility's name.

3. If the branch of service is USMC, enter the dining facility UIC.

4. From the Mess Code drop-down list, select the Mess Code.

- Click in the Mess Code box to highlight the selected Code.

5. Click **Close**.

The dining facility name and mess code is set.

NOTE

The Navy must set up a mess code in addition to the facility name.

Setting the Mess Code is only available for the Navy. If the branch is not Navy, skip Step 4.

Change System Date

The manager can change the date on the computer and each workstation currently on-line.

1. Click **Change System Date**.

The System Date Screen appears.

> *Changing the system date changes the date on the computer and all of the stations on-line, not just the date in the application.*

2. Select the system date:

a. From the year drop-down list, select the year.

b. From the month drop-down list, select the month.

c. On the calendar, click the correct day.

The selected day becomes gray.

d. Click **Select.**

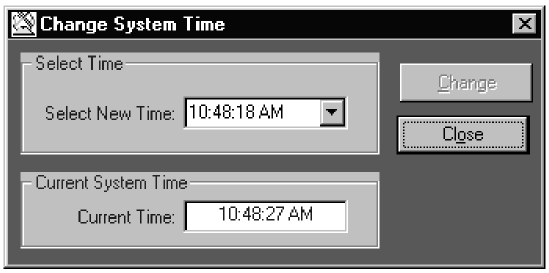
The system date is set.

Change System Time

<u>To change the time on the computer and each workstation currently on-line</u>:

1. Click **Change System Time**.

The Change System Time Screen appears.



Changing the system time changes the time on the computer and all of the stations on-line, not just the time in the application.

2. From the Select New Time drop-down list, select the correct time.

3. Click **Change**.

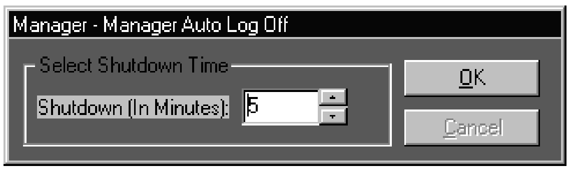
The system time is set.

Set Auto Shutdown Value

The manager can establish the number of minutes that the BackOffice computer may be idle while a manager is logged on.

1. Click **Set Auto Shutdown Value**.

   The Manager – Manager Auto Log Off Screen appears.

2. Click  to select the number of minutes that the BackOffice computer may be idle while a manager is logged on.

   After this time, the application automatically logs the manager off.

3. Click **OK**.

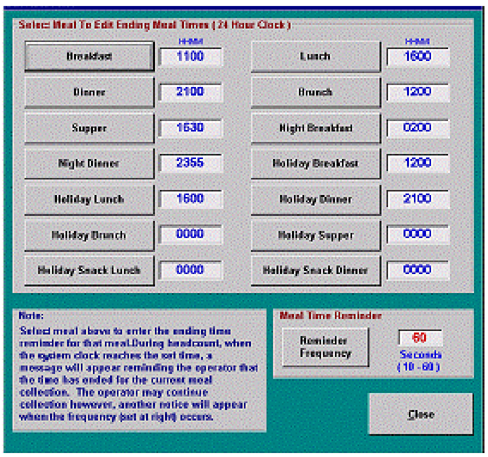
   The auto shutdown time is set.

Edit Meal Ending Times

The manager must establish the meal ending times and the frequency of reminders that a mealtime has ended.

1. Click **Edit Meal Ending Times**.

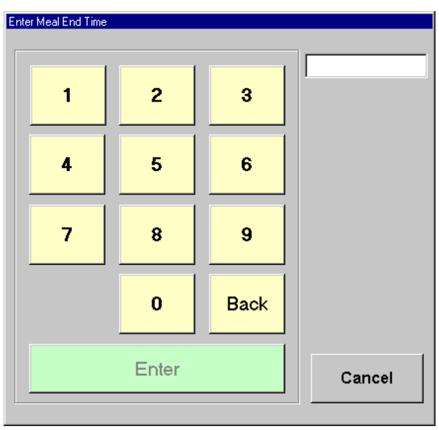
The Edit Meal Times Screen appears.



> **NOTE**
>
> *Meal names are different for each branch of service. Otherwise, the procedure for editing Meal Ending Times is the same for all services.*

2. To set the ending time for a specific meal, click the appropriate Meal button.

The Enter Meal End Time Screen appears.



> **NOTE**
>
> *After the ending time has passed for a specific meal, the operator may continue to collect data for that meal.*
>
> *The operator receives a reminder notice that the mealtime has passed. This notice appears based on the time set in the Reminder Frequency box.*

3. Enter the meal ending time, in HHMM format, using the virtual keyboard (shown above), or the computer keyboard.

4. Click **Enter**.

5. Repeat Steps 2 – 4 until all meal-ending times are set.

6. On the Edit Meal Times Screen, click **Close**.

   The meal ending times are set.

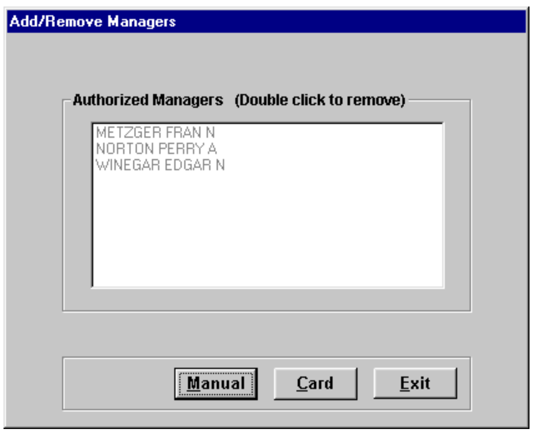
Add Manager

The manager can register individuals as authorized managers.

To add an authorized manager via smart card:

1. Click **Add Manager**.

The Add/Remove Managers Screen appears.



2. Click **Card**.

3. When prompted, insert the smart card of the manager being added.

If prompted for a PIN, enter and approve the cardholder's PIN.

4. When prompted, remove the smart card from the reader.

The Add/Remove Managers Screen appears with the newly authorized manager's name displayed.

5. To add more managers with smart cards, repeat Steps **2 – 4.**

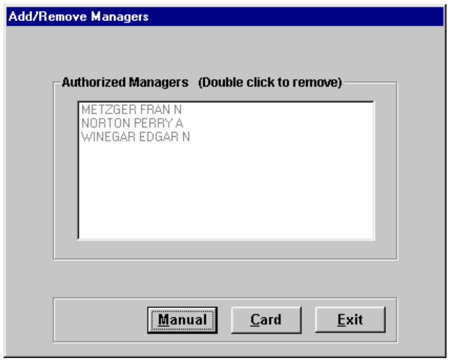
6. On the Add/Remove Managers Screen, click **Exit**.

The authorized managers are added.

To add authorized managers manually:

1. Click **Add Manager**.

   The Add/Remove Managers Screen appears.



2. Click **Manual**.

   The Enter Manager's SSN Screen appears.

3. Enter the SSN of the new manager.

4. Click **Enter**.

   The Add FS Manager Screen appears.

5. Enter the new manager's name.

6. Click **OK**.

   A confirmation screen appears.

7. Click **Yes**.

   The Add/Remove Managers Screen appears with the newly added manager.

8. On the Add/Remove Managers Screen, click **Exit**.

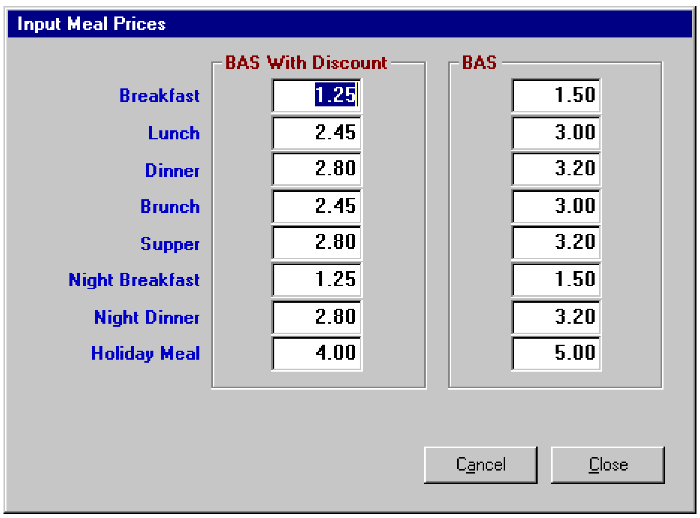
   The authorized managers are added.

Input Meal Prices

The manager can establish the prices for each type of meal.

1. Click **Input Meal Prices**.

The Input Meal Prices Screen appears.



NOTE

The screen appearance varies depending upon the branch of service selected when starting the application.

NOTE

The pricing options for the Navy are called BAS or BAS With Surcharge.

NOTE

The prices entered should be the same amount that the operator will ***collect****.*

The BAS With Discount price should always be ***lower*** *than the BAS price.*

The BAS With Surcharge price should always be ***higher*** *than the BAS price.*

2. Select the price box for the appropriate meal.

3. Enter the **price**.

4. Repeat steps 2-3 until all prices are set.

5. On the Input Meal Prices Screen, click **Close**.

   If any prices were left blank, a confirmation screen appears, asking if you still want to exit the screen.

   OR

   A Save Changes Confirmation Screen appears.

6. To save the changes, click **Yes**.

   A Data Updated Successfully message appears.

7. Click **OK**.

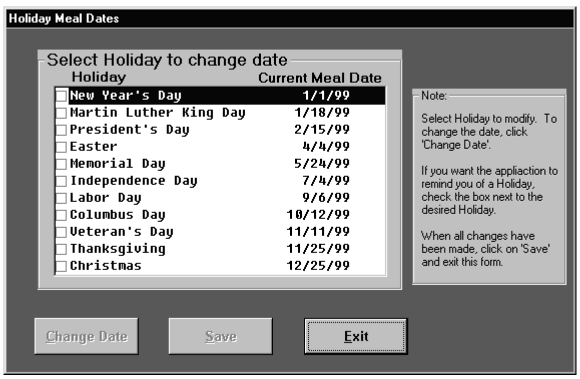
Select Holiday Dates

The manager can establish holiday meal dates.

1. Click **Select Holiday Dates**.

The Select Holiday Screen appears.

The dates are pre-set to the date of the actual holiday.



2. If the holiday meal will be served on a different day, change the date.

a. Click the holiday so that it is highlighted.

b. Click **Change Date**.

The Select Date Screen appears.

c. From the year drop-down list, select the year.

d. From the month drop-down list, select the month.

e. Select the day on the calendar.

Save the changes:

a. On the Select Date Screen, click **Select**.

The Holiday Meal Confirmation Message appears.

b. Click **Yes**.

The holiday meal date is changed. The Select Holiday Screen appears.

3. Repeat Step 2 until all holiday meal dates are set.

4. Specify whether Foodservice displays a holiday reminder message (not shown) for the operator.

This message appears only when the operator attempts to collect non-holiday meal data on a specified holiday.

To set the holiday reminder message:

♦ Click the box in front of the holiday.

A check appears. The message is set to display.

To remove the holiday reminder message:

♦ Click the box in front of the holiday.

The check mark disappears. The message will be disabled.

5. On the Select Holiday Screen, click **Save**.

6. On the Select Holiday Screen, click **Exit**.

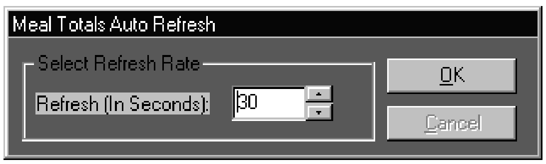
The holiday meal dates and reminder messages are set.

Set Auto Transaction Update Value

The manager can set the time to elapse between meal total updates.

1. Click **Set Auto Trans Update Value**.

The Meal Totals Auto Refresh Screen appears.



NOTE

Each time the meal totals are updated, the main screen is "refreshed" with the new information.

2. To select the amount of time (in seconds) that should elapse between meal total updates, click .

3. Click **OK**.

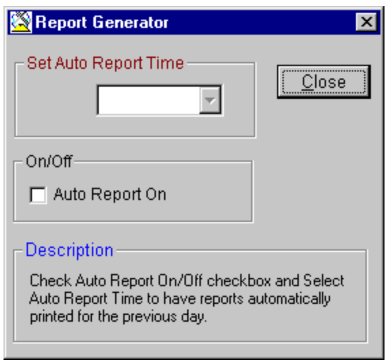
The auto transaction update value is set.

Auto Report Generator

The manager can establish when the application should automatically generate new reports.

1. Click **Auto Report Generator**.

The Report Generator Screen appears.



2. Select the check box to indicate whether the reports should be generated automatically.

3. From the Set Auto Report Time drop-down list, select the time when the report should be generated.

4. Click **Close**.

The auto report generator is set.

> **NOTE**
>
> *To ensure that the application recognizes the correct Auto Report Time, the user must complete **Step 3**, even if the displayed time is correct.*

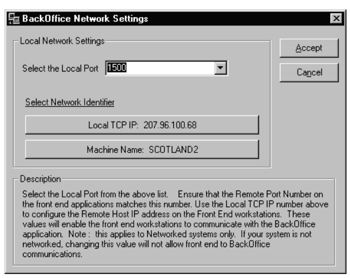
Network Settings

1. Click **Network Settings**.

The Networked Question Screen appears.

2. Click the appropriate **button**:

Button	Action
No	The system is not networked. ♦ Proceed to the Close Button feature, page 34.
Yes	The system is networked. The Network Settings Screen appears.



NOTE

If the system is to be networked, the selected directory must be set for sharing.

3. From the Select Local Port # drop-down list, select the local port number.

4. Select the **network identifier**.

♦ Click the appropriate button:

Button	Action
Local TCP IP: 207.96.100.68	The station looks for the local TCP IP address.
Machine Name: SCOTLAND2	The station looks for the BackOffice machine name.

5. Click **Accept**.

The network settings are set.

NOTE

Be sure to set up the stations so that they match the network identifier selected in Step 4.

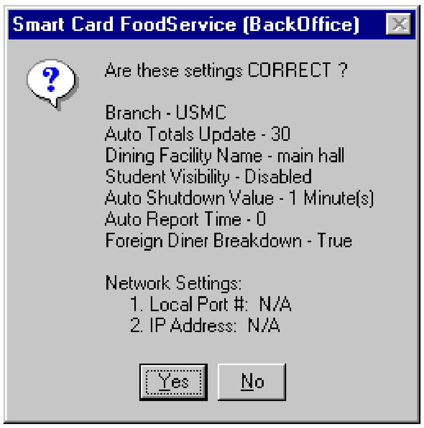
For more information about station setup, see *SmartCard Foodservice (A-La-Carte) Manager's Guide* *or* *SmartCard Foodservice (non-A-La-Carte) Manager's Guide*.

Close Button

<u>To end the initial application setup</u>:

1. When all of the setup items are specified, click **Close**.

The Setup Items Confirmation Screen appears.



2. Click **Yes**.

2.4.3 Share the Database

When Foodservice is networked, the directory where the database is stored must be set for *sharing*. This setting enables multiple stations to simultaneously transmit data to the database. *(The program must not be active when the database is being set for sharing.)*

1. On the Microsoft Windows Screen, click .

2. From the Start Menu, click **Programs**.

3. From the Programs Menu, click **Explorer**.

4. Locate the directory where the database is stored.

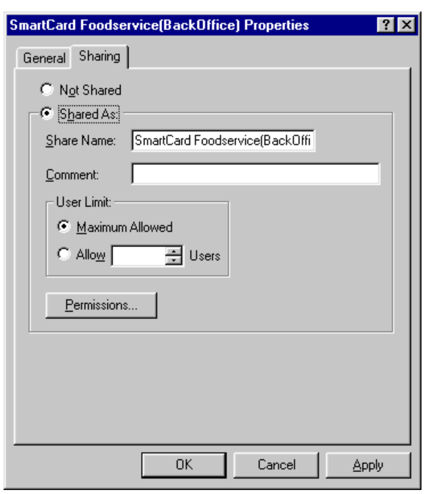
5. Right click on the directory name.

6. From the menu that appears, click **Properties**.

The Properties Screen appears.

7. Click the **Sharing** tab.

The Sharing Screen appears.



8. Select the **Shared As** radio button.

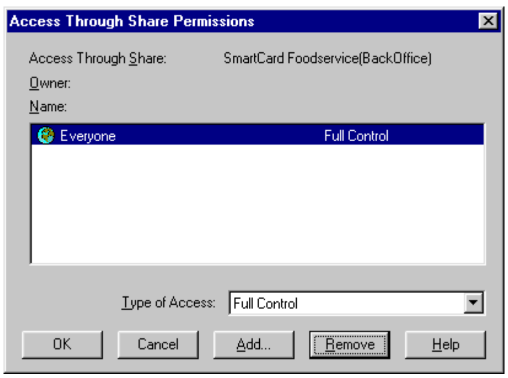
9. If applicable, change the Shared name from the default.

10. In the Comment text field, type any applicable comments.

11. To set the number of users, click the appropriate radio button.

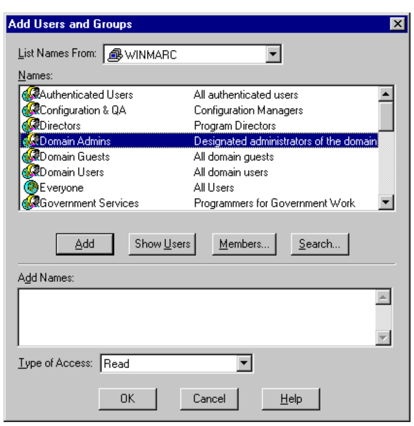
12. To select the group, who will have access to the shared directory, click **Permissions**.

    The Access Through Share Permissions Screen appears.



13. Click **Add**.

    The Add Users and Groups Screen appears.



14. Select the appropriate station or group.

15. Click **Add**.

16. From the Type of Access drop-down list, select the appropriate level of access.

17. Click **OK**.

The Permissions Screen appears with the selected access displayed.

18. Click **OK**.

The Sharing Screen appears.

19. Click **OK**.

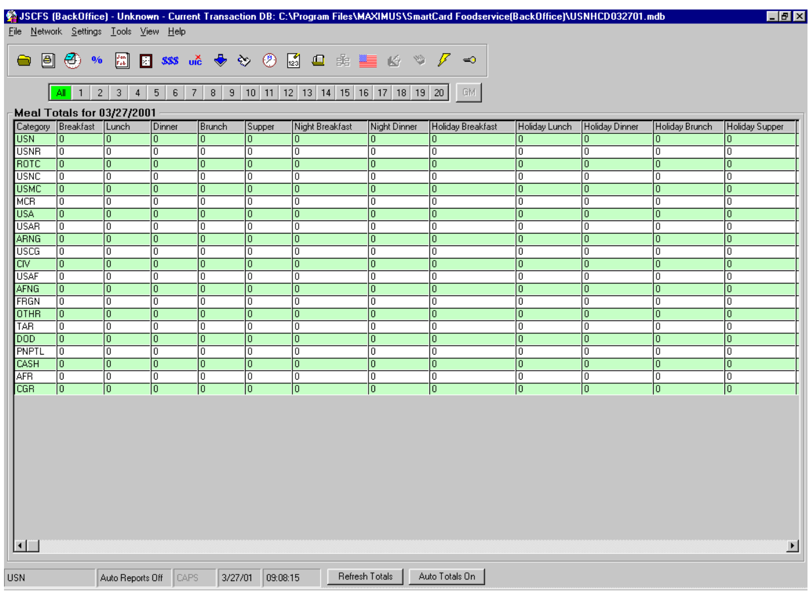
The database is set as a shared file.

2.5 Main Screen

The Main Screen displays the electronic headcount of all diners and all meal types for a specific facility. From this screen, the manager can run various reports and check station status.

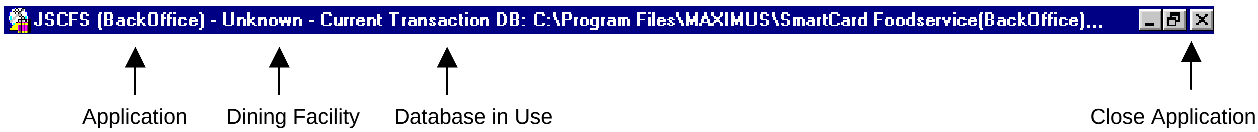
This screen is divided into six parts:

- *Title Bar*
- *Menu Bar*
- *Tool Bar*
- *Station Bar*
- *Meal Totals*
- *Status Bar*



These parts and their functions are discussed in this section.

2.5.1 Title Bar



The Title Bar located at the top of the Main Screen, lists the application name, the dining facility name, the database currently in use, and the close application icon.

2.5.2 Menu Bar

The Menu Bar, located just below the title bar, provides the following menus:

- *File*
- *Network*
- *Settings*
- *Tools*
- *View*
- *Help*

These menus and their commands are discussed in the remainder of this section.

File Menu

The File Menu contains the following commands:

Export	Export transaction data to another database. *USMC only* - Export payroll deduction data into the Defense Finance Accounting Service (DFAS) application.
Import	Import transaction data or Lost/Stolen data into BackOffice.
Open Database	Open the Master, Current Transaction, or Previous Transaction database to view or update information. *Only managers have access to this function.*
Reports	Print or Preview Transaction Reports.
Exit	Exit the Foodservice (BackOffice) application.

Network Menu

The Network Menu contains the following commands:

Local Port	Specify the local network port settings.
Message Center	Send a message to one or all of the stations on-line.
UDP Handler	*(This is a troubleshooting tool for Network Administrators only.)*

Settings Menu

The Settings Menu contains the following commands:

Always on Top	Specify whether the Main Screen is always displayed on top of other screens. (A check beside **Always On Top** means that it is displayed on top of other screens.)
Archive	Select the number of days' worth of transactional data to be archived.
Auto Reports	Select the time of day to have reports automatically generated from the previous day's data.
Auto Shutdown	Set the number of minutes that the computer can remain idle while the manager is logged on (it will automatically log the manager off after this amount of time).
Auto Update	**SET THE FREQUENCY OF AUTOMATIC REFRESHING OF THE MEAL TOTALS DATA.**
Change Date	Change the system date.
Change Time	Change the system time.
Select Com Port	Change the port to which the smart card reader is attached.

View Menu

The View Menu contains the following commands:

Tool Bar	Display the Tool Bar with small buttons or large buttons.
Station Status	Display the status of the stations that are on-line.
Daily Totals	Display the total number of meals processed today.
Status Bar	View or hide the status bar. Click **Status Bar** to display or hide the status bar. (A check beside **Status Bar** means that it is displayed.)
Refresh	Update the Main Screen's Meal Totals with the latest information from the database.

Tools Menu

The Tools Menu contains the following commands:

Access System	Log on as a manager.
Manager	Access the application settings that can only be changed by a manager. *(These restricted functions are indicated below with an asterisk *).* *Some settings options vary depending on the Branch of Service selected during the application's setup.*
Ward Room	Change the Underway or International dateline dates. *
Repair Database	Repair headcount and price errors. This option should only be used when an error occurs. *****
Run Calculator	Use an on-screen calculator.

Help Menu

The Help Menu contains the following commands:

Contents *Not available at this time.*

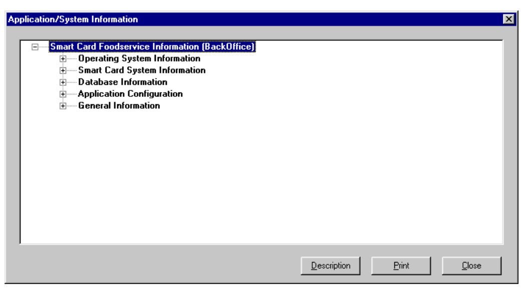
Search For *Not available at this time.*

On-Line Manual View the entire Administrator’s Guide on the screen.

About Smart Card Foodservice View basic information about the application.

To display more details about the application, click **System/Application Info**.

The System Screen appears.



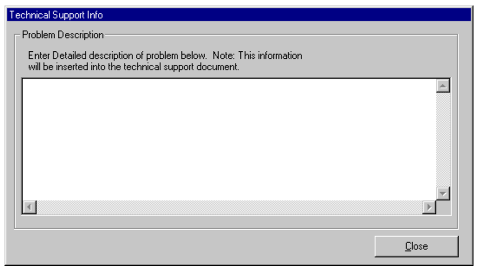
To display more details:

- Click the box in front of each option.

To send a problem description to Technical Support:

- Click **Description**.

The Technical Support Information Screen appears.



- Type the description of the problem using the computer's keyboard.

- When the description is complete, click **Close**.

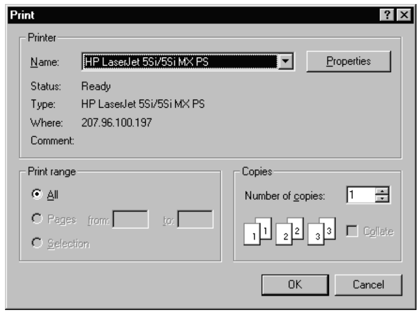
The System Screen appears.

- Print the System Screen (which includes the description and fax number) and fax the print out to the number indicated.

To print information contained in the System Screen:

- Click **Print**.

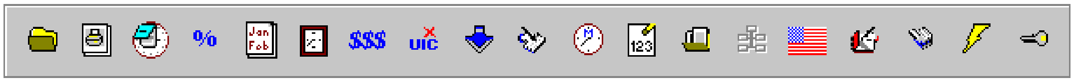
The Printer Settings Screen appears.



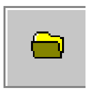
- Choose the appropriate printer options.
- Click **OK**.

The information in the System Screen prints (including the description message and fax number).

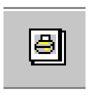
2.5.3 Tool Bar



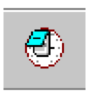
The Tool Bar, located just below the Menu Bar, provides shortcuts to functions that are also available on the Menu Bar. These shortcuts and functions are:



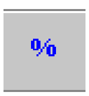
Open a transaction database.



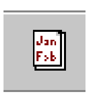
Print meal transaction reports.



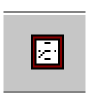
Set the application to automatically generate meal transaction reports. *



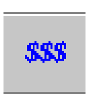
Set the conversion values used for the recapitulation report. *



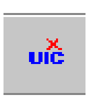
Set the system date. This changes the date on the computer and all stations that are on-line at the time of the change. *



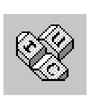
Set the system time. This changes the time on the computer and all stations that are on-line at the time of the change. *



Edit the meal prices for each type of meal and meal entitlement code (MEC). *

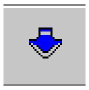


OR

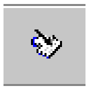


Edit the Unit Identification Code (UIC) exclusion list. *
This function applies only to the Navy.

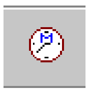
* *Only managers have access to these functions.*



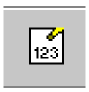
Set the number of minutes that the BackOffice computer can be idle while a manager is logged on. *



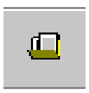
Add or delete individuals as authorized managers, using their smart cards. *



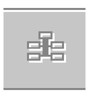
Edit the ending times for collecting specific meal data. *



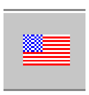
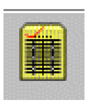
Generate the Manager Meal Modification report. *



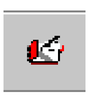
Edit meal data in the selected database. *
Only non-card and group meals can be edited.



Display the status of the stations that are on-line.

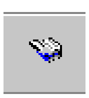
 **or** 

Edit the dates that holiday meals will be served. *

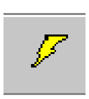


Edit all of the available meal items. *

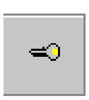
This function is only available in A-La-Carte mode.



Plan meals for specific dates and edit all of the available meal items. *
This function is only available in A-La-Carte mode.



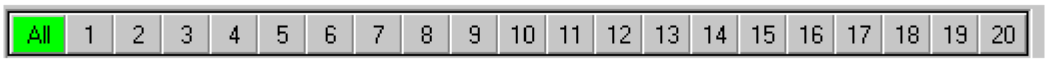
Edit the time to elapse between meal total updates. *



Log on and off as a manager. *

* *Only managers have access to these functions.*

2.5.4 Station Bar

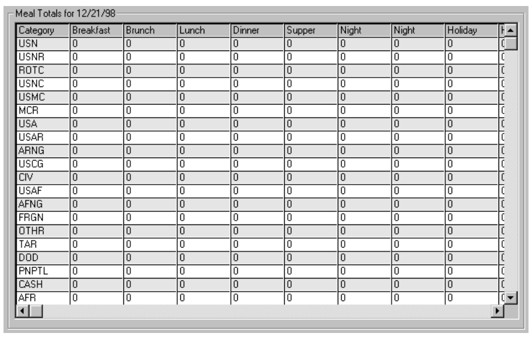


The Station Bar, located below the tool bar, allows the user to view the meal total from each headcount station by selecting the corresponding number. It also provides a button (All) to view a consolidated meal total of all stations.

2.5.5 Meal Totals

The Meal Totals section of the Main Screen is located just below the Toolbar. The Meal Totals section provides headcount data for the following:

- *Diner's Category*
- *Meal Type*



Meal Totals for 12/21/98

Category	Breakfast	Brunch	Lunch	Dinner	Supper	Night	Night	Holiday
USN	0	0	0	0	0	0	0	0
USNR	0	0	0	0	0	0	0	0
ROTC	0	0	0	0	0	0	0	0
USNC	0	0	0	0	0	0	0	0
USMC	0	0	0	0	0	0	0	0
MCR	0	0	0	0	0	0	0	0
USA	0	0	0	0	0	0	0	0
USAR	0	0	0	0	0	0	0	0
ARNG	0	0	0	0	0	0	0	0
USCG	0	0	0	0	0	0	0	0
CIV	0	0	0	0	0	0	0	0
USAF	0	0	0	0	0	0	0	0
AFNG	0	0	0	0	0	0	0	0
FRGN	0	0	0	0	0	0	0	0
OTHR	0	0	0	0	0	0	0	0
TAR	0	0	0	0	0	0	0	0
DOD	0	0	0	0	0	0	0	0
PNPTL	0	0	0	0	0	0	0	0
CASH	0	0	0	0	0	0	0	0
AFR	0	0	0	0	0	0	0	0

<u>To display the Meal Totals in a different font and/or size</u>:

NOTE

The Meals Font only changes the font in the Meal Totals section.

The remainder of the application stays the same.

1. Right click any section of the Meal Totals section.

The Meal Totals Menu appears.

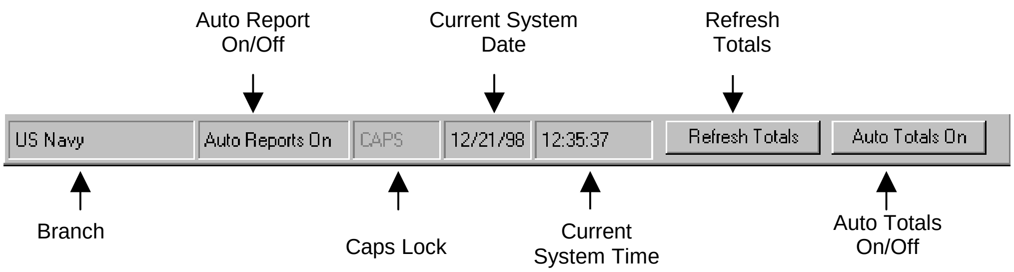
2. From the Meal Totals Menu, click **Totals Font**.

3. From the Font Totals Screen, change the font and/or size.

4. Click **OK**.

The Main Screen appears with the new font displayed.

2.5.6 Status Bar

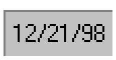


The Status Bar is located at the bottom of the Main Screen. It displays the following:

The branch that the dining facility primarily serves.

Whether the auto-reporting feature is on or off.

Whether the Caps Lock (upper case) is activated on the computer's keyboard.



The current system date.

The current system time.

Click this button to update the meal totals.

This option is only available when the Auto Totals feature is on.

Click this button to set the Auto Totals feature on or off.

2.6 Manager Log On/Log Off

The manager must log on to BackOffice in order to access the following functions:

Access System	Log on and off as a manager.
Auto Reports	Edit whether and when the application should automatically generate reports.
Auto Shutdown	Set the number of minutes that the BackOffice computer may be idle while a manager is logged on.
Auto Update	Edit the time to elapse between meal total updates.
Change Date	Change the current date on the computer and the stations that are on-line.
Change Dining Fac. Name	Change the dining facility name.
or	
Change Mess Code/DF Name	Change the mess code and dining facility name. *This option is only available for the Navy.*
Change Time	Change the current time on the computer and the stations that are on-line.
Conversion	Set the values used for the recapitulation report.
Edit Holiday Dates	Change the dates that holiday meals will be served.
Edit Manager Access List	Edit the list of personnel who have manager-level access to the application functions.

Edit Non-Card Meal Data

Edit meal data for groups and diners without smart cards (non-card).

Exit

Exit the BackOffice application.

Click in the top right corner of the Main Screen.

Meal Modification Report

Generate the manager meal modification report.

Edit Meal Times

Edit the ending times for collecting specific meal data.

Edit UIC Exclusion List

Add or delete a Unit Identification Code (UIC) on the exclusion list. This list is used to exclude diners who belong to specific UICs from dining in the facility.

This option is only available for the Navy.

Meal Planning

Plan meals for specific dates and all of the available meal items.

Modify Meal Items

Edit all of the available meal items.

Network Settings

Edit network settings for the client/server platform.

Open Database

Open an existing database to view or update information.

Ward Room

Maintain the list of Ward Rooms and the list of officers who are eligible to attend them.

Repair Database

Repair headcount and price errors. This option should only be used when an error occurs.

Edit Meal Prices

Change prices for each type of meal and meal entitlement code (MEC).

To log on as a Manager via smart card:

1. From the Menu Bar, click **Tools** **Access System**.

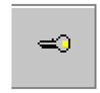
2. When prompted, insert the manager's smart card.

If prompted for a PIN, enter and approve the cardholder's PIN.

3. When prompted, remove the smart card from the reader.

The Main Screen appears and the manager is logged on to BackOffice.

Manager Log On Shortcut

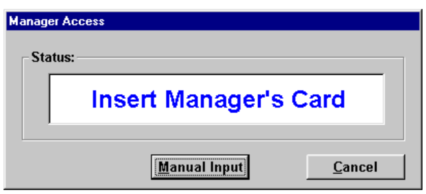


Click this button from the Toolbar.

To log on manually as a Manager:

1. From the Menu Bar, click **Tools** **Access System**.

The Manager Access Screen appears.



2. Click **Manual Input**.

The Enter Manager's SSN Screen appears.

3. Enter the Manager's **SSN**.

4. Click **Enter**.

The Main Screen appears and the manager is logged on to BackOffice.

To log off as a Manager:

♦ From the Toolbar, click .

The Main Screen appears and the manager is logged off of BackOffice.

3 STATION STATUS

The station status function allows the user to view which stations are online. In addition, the user can view the meal data from a specific station.

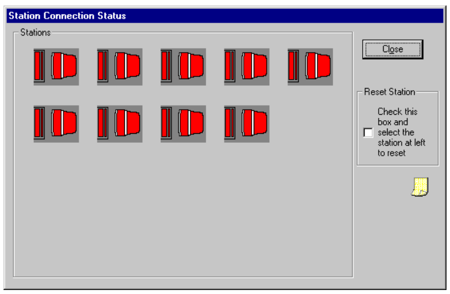
This chapter describes how to view the stations' status.

3.1 Station Connection Status Screen

The Station Connection Status Screen displays which stations are on-line. From this screen, the user can choose to view detailed data collected by a specific station.

1. From the Menu Bar, click **View** **Station Status**.

The Station Connection Status Screen appears.



The stations displayed in green represent stations that are on-line. The stations displayed in red represent stations that are off-line.

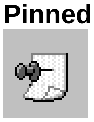
2. To determine a station's number, position the cursor over the station.

A pop-up screen indicates the station's number and status (not shown).

3. To select how the Station Screen is displayed:

The Station Screen may be viewed two ways: pinned or unpinned.

Pinned



Indicates that the screen is always on top of other screens.

- To unpin the screen, click the **pinned icon**.

  The pinned icon changes to the unpinned icon.

Unpinned

Indicates that other screens can cover the screen.

- To pin the screen, click the **unpinned icon**.

  The unpinned icon changes to the pinned icon.

<u>To reset the station:</u>

1. Select the **Reset Station** check box on the right side of the screen.

2. Click on the station to be reset.

   A confirmation screen appears.

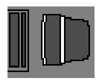
3. To reset the station, click **Yes**.

   The station is deleted from the list of available stations.

3.2 Specific Station Screen

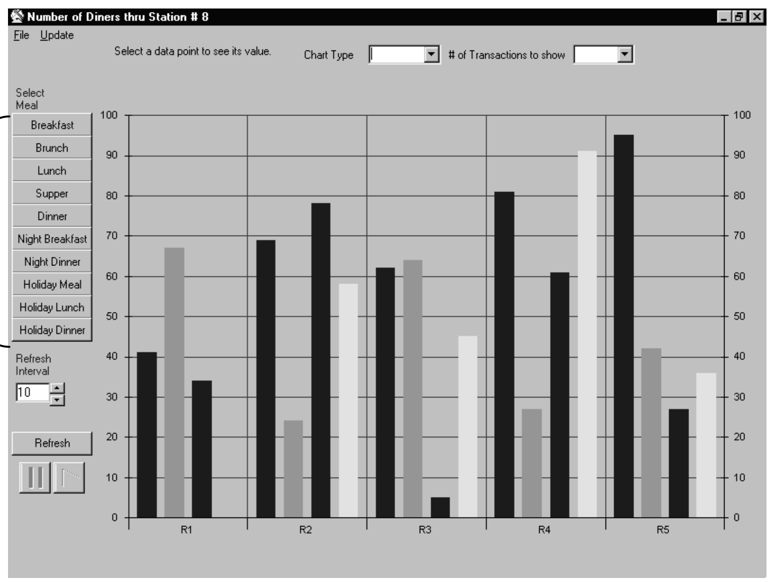
The Specific Station Screens allow the user to view data on meals that have been processed at a particular station.

1. Display the **Stations Screen**. (For more information, see section 3.1, page 56.)

2. On the Stations Screen, click the computer icon  for the specific station.

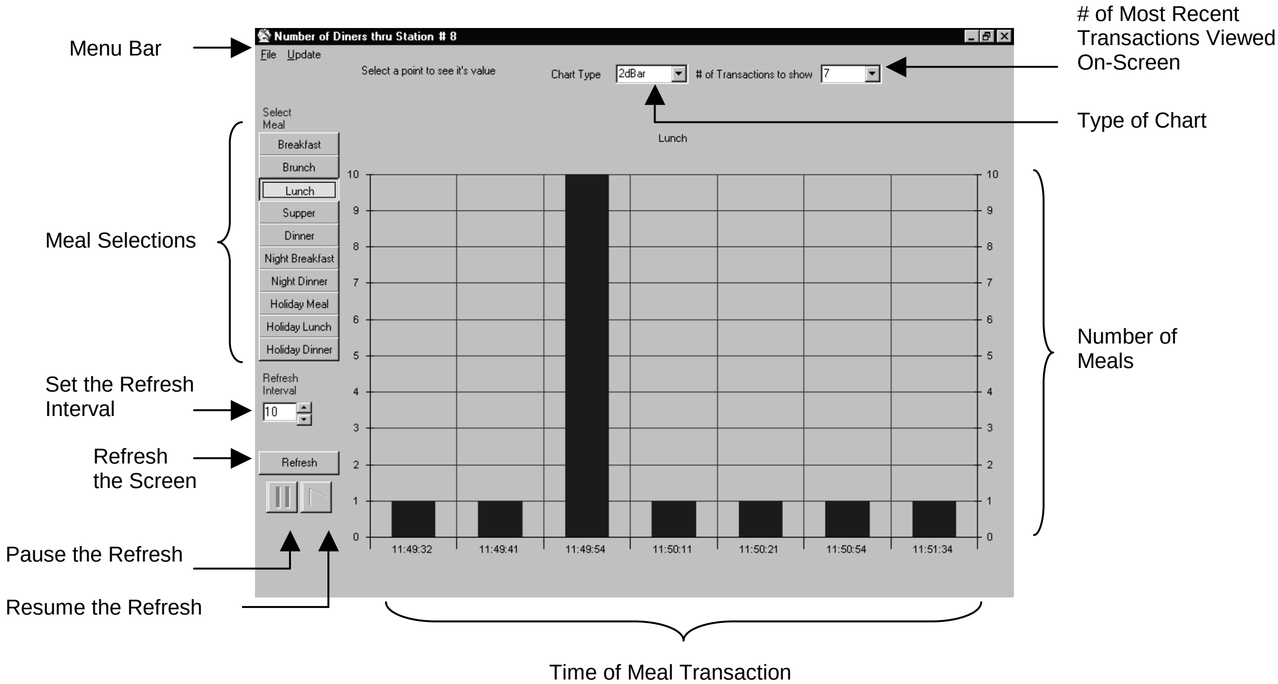
The first of two Specific Station Screens appears.

Meal Selections



3. On the Specific Station Screen, click the appropriate meal button.

The second Specific Station Screen appears.



<u>To change the chart type</u>:

From the Chart Type drop-down list, click to select the chart type to view.

The meal data appears in the new chart type.

<u>To change the number of most recent transactions shown</u>:

From the # of Transactions drop-down list, click to select the number to view.

The screen updates to the number of transactions selected.

To set the application to automatically refresh:

From the Menu Bar, click **Update** **Auto Refresh**.

The and buttons become active. The application automatically refreshes the screen based on the seconds displayed in the Refresh Interval box.

To change the refresh interval (in seconds):

From the Refresh Interval box, click to increase or decrease the seconds.

The application begins refreshing the screen based on the new interval.

To pause the auto refresh:

Click .

The application stops refreshing the screen until auto refresh is re-activated or resumed.

To resume the auto refresh:

Click .

The application begins refreshing the screen based on the seconds displayed in the Refresh Interval box.

To exit the Specific Stations Screens:

From the Menu Bar, click **File** **Exit**.

The Main Screen appears.

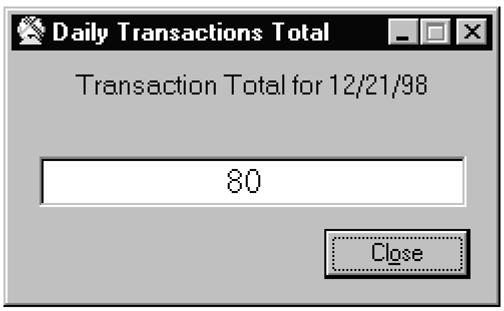
4 REPORTS

In this Chapter	Page

4.1 View Meal Totals

1. From the Menu Bar, click **View** **Daily Totals**.

The Daily Transactions Total Screen appears.



2. To close the Daily Totals Screen, click **Close**.

The Main Screen appears.

4.2 Export / Import Headcount Data

The BackOffice application provides two methods to transfer data:

Export Create specific headcount data files to be imported into the branch's specific reporting system

Create a payroll deduction data file to be imported into the DFAS application.
This option applies only to the USMC.

Import Copy headcount data into the BackOffice application

Copy lost or stolen smart card data into the BackOffice application

These two methods are described in this section.

4.2.1 Export

The following options appear on the Export sub menu:

- Head Count Data
- Payroll Deduction Data (applies only to the USMC)

The Headcount Data option exports headcount data into the branch's specific reporting system. The Payroll Deduction Data option exports payroll deduction data into the USMC DFAS application.

Air Force/ Navy - The head count data can be exported to a disk. The data on the disk can be imported into that branch's specific reporting application where it can be viewed or printed.

Army – The headcount data can be exported directly into the Army Foodservice Management Information System (AFMIS) database.

Marines – The headcount data can be exported directly into the Marine Corps Foodservice Management Information System (MCFMIS) database, and exported to the USMC Foodservice Reports application (\fdsvusmc) where it can be viewed or printed. The payroll deduction data can be exported directly to the DFAS application (USMC). Refer to section 4.5 for information on exporting payroll deduction data.

Based on the Branch, there are four ways to export headcount data. This section describes how to export headcount data for:

- ♦ Air Force (page 64)
- ♦ Army (page 66)
- ♦ Marines (page 71)
- ♦ Navy (page 76)

Air Force

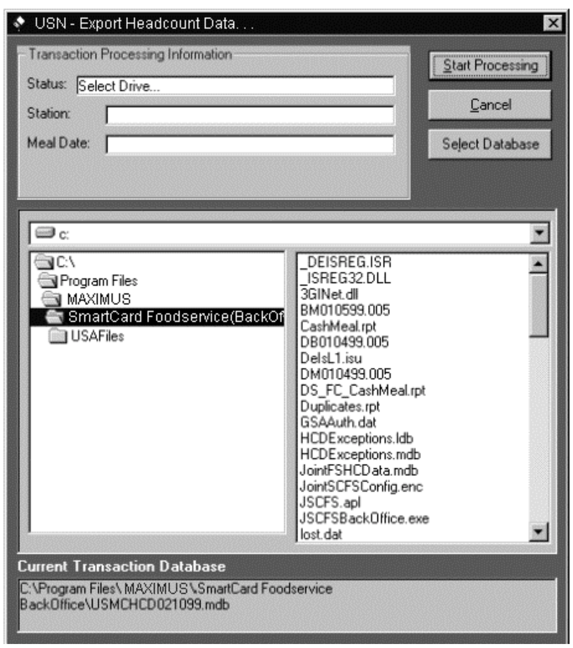
The Air Force can export data to a disk. This data can be imported into the specific branch's reporting application where the data can be viewed or printed.

To export headcount data:

1. Insert a diskette into drive A, if applicable.

2. From the Menu Bar, click **File** **Export** **Transaction Data**.

The Export Headcount Data Screen appears.

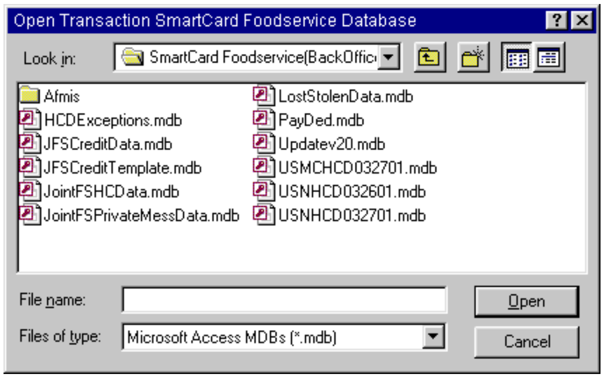


Select the location to receive the headcount data

3. Select the location to receive the headcount data.

4. Click **Select Database**.

The Open Transaction Screen appears.



5. In the Look in text box, specify the location of the database file to be exported.

The file's name is in this format: <branch>HCD<month><day><year>.mdb

Example: The database for the US Navy, dated 13 December 1998 is **USNHCD121398.mdb**.

6. Click the file name, so that it appears in the File name text box.

7. Click **Open**.

If the file's date is different from today's date, the Open Database Confirmation Screen appears.

8. Click **Yes**.

The database is selected and the application sets the system date to match the database file date. (Once the export is complete, the system date will automatically revert to the current date.)

The Export Headcount Data Screen appears.

NOTE

The application automatically resets the system date to the current date once the database file is exported.

9. On the Export Headcount Data Screen, click **Start Processing**.

The headcount data file is exported to the diskette, the Export Headcount Data Screen appears.

If applicable, the system date is automatically reset to the current date.

10. Click **Close**.

The Main Screen appears.

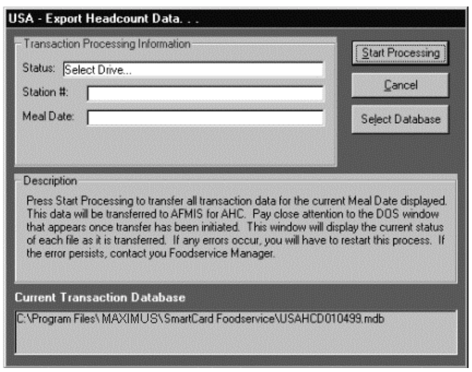
Army

The Army exports headcount data to the Army Foodservice Management Information System (AFMIS).

<u>To export headcount data</u>:

From the Menu Bar, click **File Export Transaction Data.**

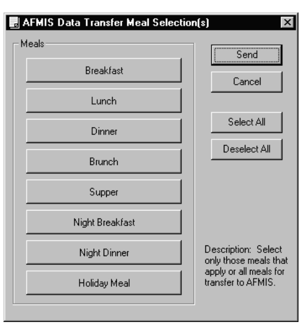
The Export Headcount Data Screen appears.



<u>To export today's file to AFMIS:</u>

1. On the Export Headcount Data Screen, click **Start Processing**.

The AFMIS Data Transfer Meal Selection(s) Screen appears.



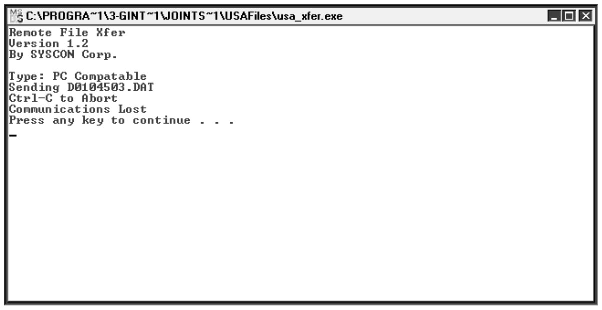
2. On the AFMIS Data Transfer Meal Selection(s) Screen, click each meal to export.

OR

Click **Select All**.

3. Click **Send**.

The DOS Window appears and today's file is automatically exported to AFMIS.



4. When the "Press any key to continue…" message appears in the DOS Window, press any key on the computer's keyboard.

The headcount data file is exported to AFMIS and the Export Headcount Data Screen appears.

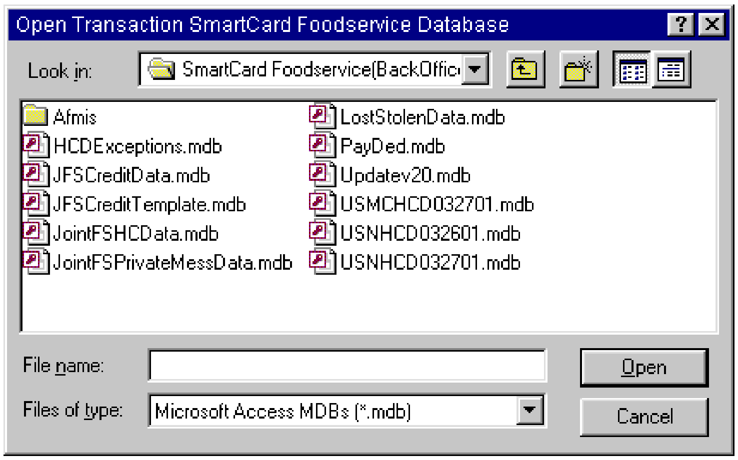
5. On the Export Headcount Data Screen, click **Close**.

The Main Screen appears.

<u>To export an archived file to AFMIS</u>:

1. On the Export Headcount Data Screen, click **Select Database**.

The Open Transaction Screen appears.



2. In the Look in text box, specify the **location** of the database file to be exported.

The file's name is in this format:

<branch>HCD<month><day><year>.mdb

Example: The database for the US Army, dated 13 December 1998 is **USAHCD121398.mdb**.

3. Click the file name.

4. Click **Open**.

The Open Database Confirmation Screen appears.

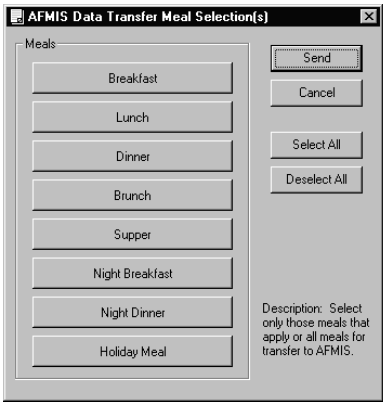
5. Click **Yes**.

The Export Headcount Data Screen appears.

a. Select the drive that the file will be exported to.

b. On the Export Headcount Data Screen, click **Start Processing**.

The AFMIS Data Transfer Meal Selection(s) Screen appears.



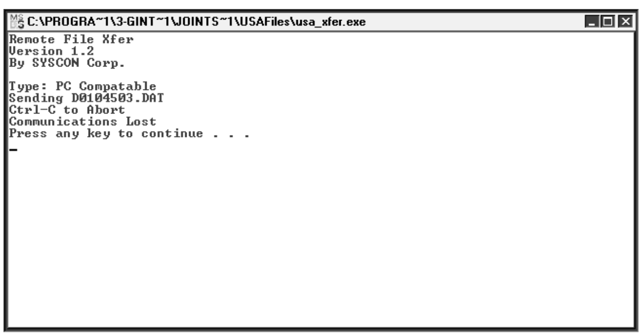
6. On the AFMIS Data Transfer Meal Selection(s) Screen, click each meal to export,

OR

Click **Select All**.

7. Click **Send**.

The DOS Window appears and today's file is automatically exported to AFMIS.



8. When the "Press any key to continue…" message appears in the DOS Window, press any key on the computer's keyboard.

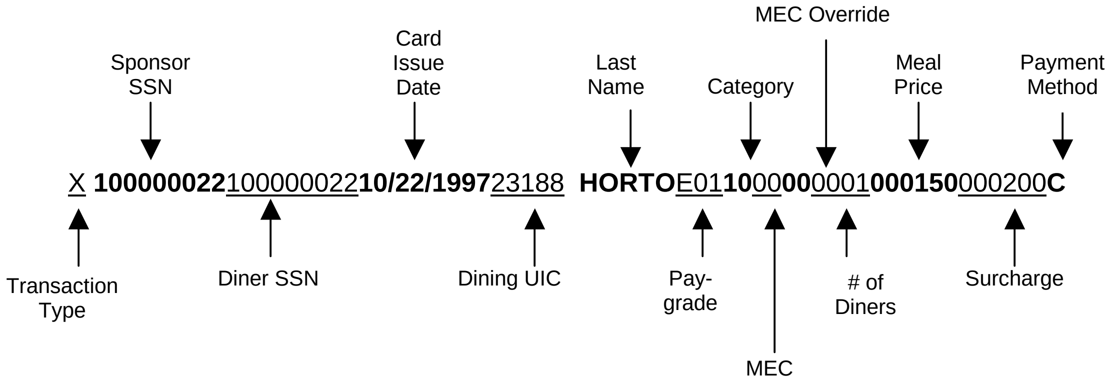
The headcount data file is exported to AFMIS and the Export Headcount Data Screen appears.

9. On the Export Headcount Data Screen, click **Close**.

The Main Screen appears and the system date is automatically reset to the current date.

To read the Army Flat File Format:

A record in the flat file format looks like this:



Marines

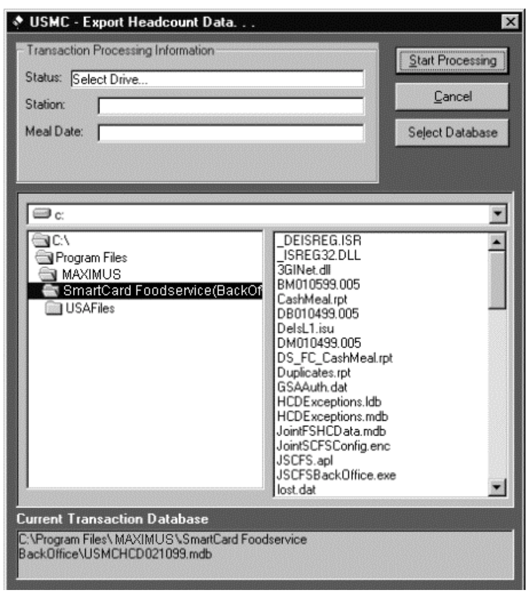
The Marines export headcount data directly into the Marine Corps Foodservice Management Information System (MCFMIS) database and to the USMC Foodservice Reports application (\fdsvusmc) where it can be viewed or printed. In addition, the Marines export payroll deduction data directly into the Marine Corps DFAS application.

> **NOTE**
>
> *To export data to the USMC Foodservice Reports application, the Foodservice BackOffice application must be installed on the same computer and drive as the USMC Foodservice Reports application (\fdsvusmc).*

To export headcount data:

1. From the Menu Bar,
   click **File** **Export** **Transaction Data**.

   The Export Headcount Data Screen appears.

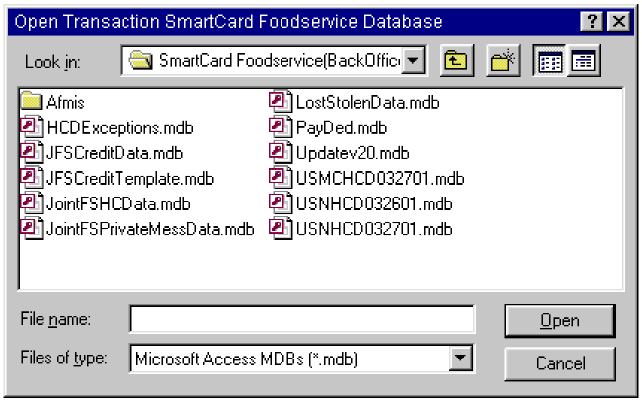


Select the location to receive the headcount data

2. Select the location to receive the headcount data.

3. Click **Select Database**.

   The Open Transaction Screen appears.



4. In the Look in text box, specify the location of the database file to be exported.

The file's name is in this format: <branch>HCD<month><day><year>.mdb

Example: The transaction database for the US Marines, dated June 20 2000 is **USMCHCD062000.mdb**.

5. Click the file name, so that it appears in the File name text box.

6. Click **Open**.

If the file's date is different from today's date, the Open Database Confirmation Screen appears.

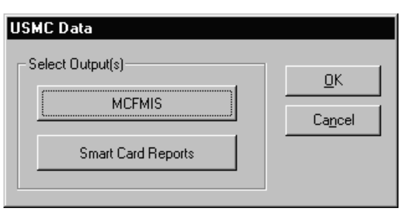
a. Click **Yes**.

The database is selected. The Export Headcount Data Screen appears.

b. Select the drive that the data will be exported to.

7. On the Export Headcount Data Screen, click **Start Processing**.

The USMC Data Screen appears.



NOTE

To export data to the USMC Foodservice Reports application, the Foodservice BackOffice application must be installed on the same computer and drive as the USMC Foodservice Reports application (\fdsvusmc).

8. On the USMC Data Screen, click the appropriate **button**:

Button	Action
MCFMIS	Export the headcount data directly to the MCFMIS database.
Smart Card Reports	Export the headcount data directly to the USMC Foodservice Reports application (\fdsvusmc).

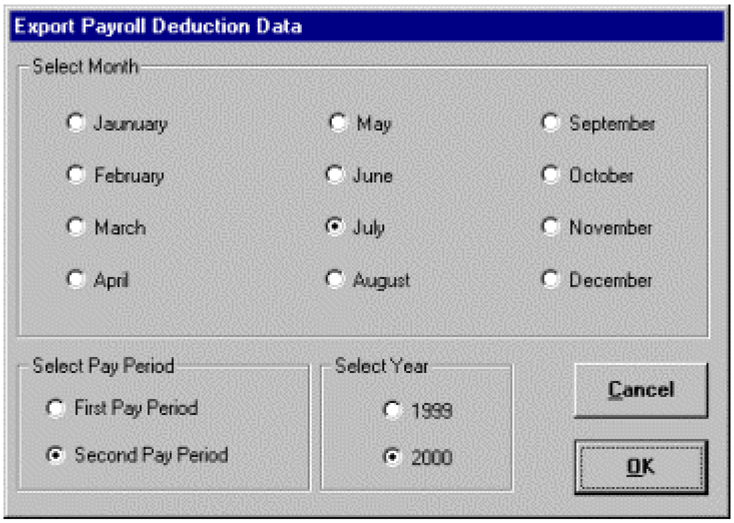
9. On the USMC Data Screen, click **OK**.

   The headcount data file is exported and the Main Screen appears.

To export payroll deduction data:

1. From the Menu Bar, click **File** **Export** **Payroll Deduction Data**.

The Export Payroll Deduction Data Screen appears.



2. Set the time frame for capturing the payroll deduction data:

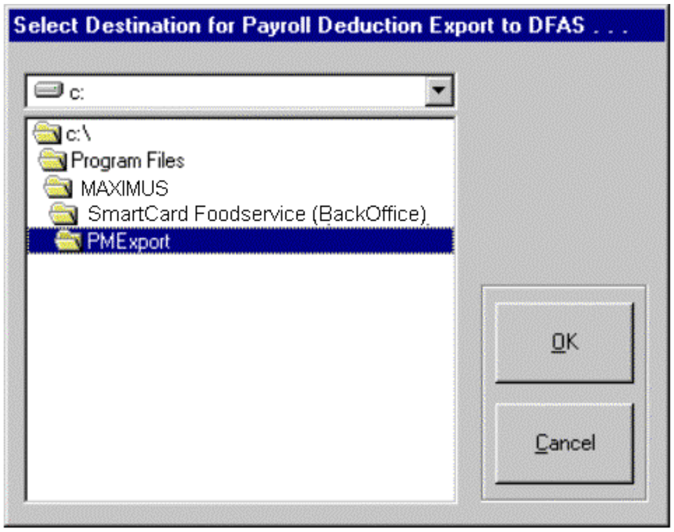
a. In the Select Month area, select the correct **month** radio button.

b. In the Select Pay Period area, select the correct **pay period** radio button.

c. In the Select Year area, select the correct **year** radio button.

d. Click **OK**.

The system extracts the data, then displays the Select Destination for Payroll Deduction Export to DFAS Screen.



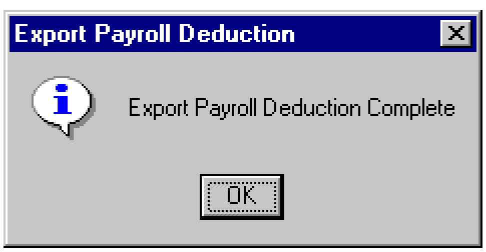
3. From the drop down list, select the destination drive.

4. In the directory listing, select the destination folder.

5. Click **OK**.

   A progress bar appears and the data is written to a flat file in the destination directory.

   The Export Payroll Deduction Screen appears.



6. Click **OK**.

Navy

The Navy can export headcount data to disk. This data can be imported into the specific reporting application where the data can be viewed or printed. If operating in Shipboard Mode, it is recommended that data also be exported to a disk.

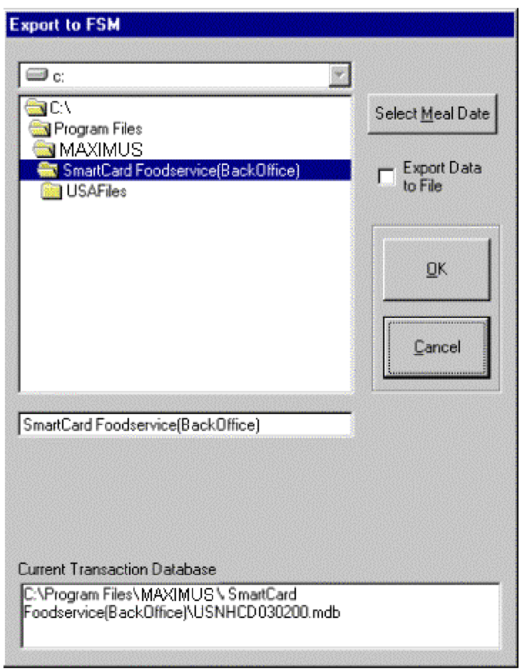
To export headcount data:

> **NOTE**
>
> *If the BackOffice application is installed on the same computer as the Navy's reporting application, export the data to the* **FDSVNavy\HC_Data** *folder.*

1. Insert a diskette into the A drive, if applicable.

2. From the Menu Bar, click **File** **Export** **Transaction Data**.

The Export to FSM Screen appears.



3. Click **Select Meal Date**.

The pop-up calendar appears.

4. Select the date:

a. From the year drop-down list, select the year.

b. From the month drop-down list.

c. Click the correct day on the calendar.

The selected day becomes gray.

5. Click **Select**.

The Export to FSM Screen appears.

6. If applicable, click the **export data to file** check box.

7. Click **OK**.

4.2.2 Import

Use the Import Headcount Data feature to copy headcount data into the BackOffice application from a diskette.

Generally, the user imports data into the BackOffice application when the application is using a stand-alone platform or if the network connection is broken.

Two forms of headcount data that can be imported:

- Transaction Data

  Contains all operator gathered headcount information.

- Lost or Stolen Smart Card Data

  Contains information on all reported lost or stolen smart cards.

  This database is compared to the diner's smart card. When a match occurs, a message notifies the operator to contact a manager.

These two methods are described in this section.

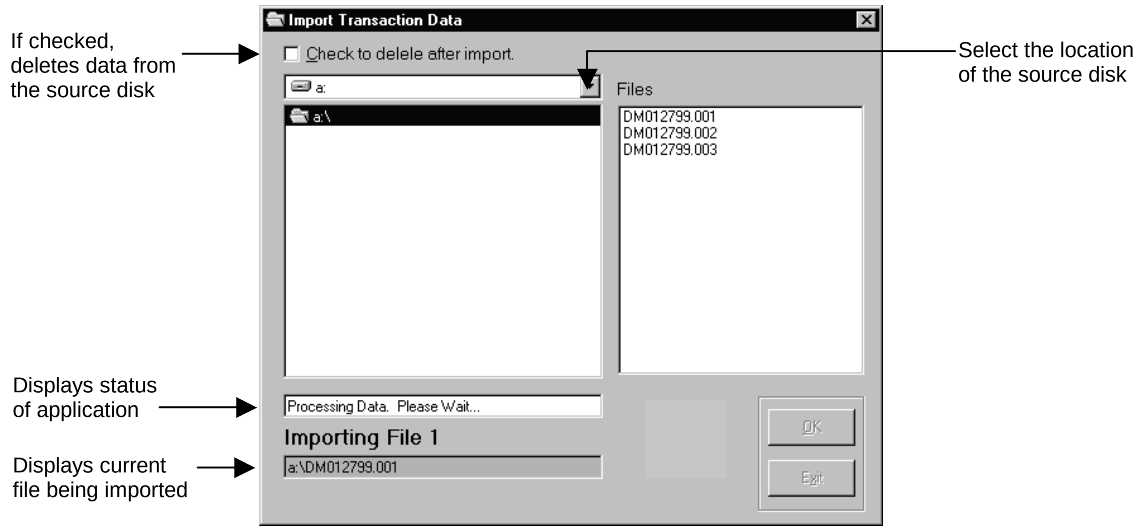
NOTE

*For stand-alone platforms, it is **highly recommended** to import all data into one central location.*

Import Transaction Data

1. From the Menu Bar, click **File** **Import** **Transaction Data**.

The Import Transaction Data Screen appears.



2. Select the **location** of the source headcount data (where the data was exported).

3. **Indicate** whether data should be deleted from the source file after the import is complete.

Do not delete the headcount data from the source disk.

Delete the headcount data from the source disk.

- Click the **box** so that a check appears.

4. Click **OK**.

The headcount data is imported into BackOffice from the source disk. If applicable, the headcount data is deleted from the source disk.

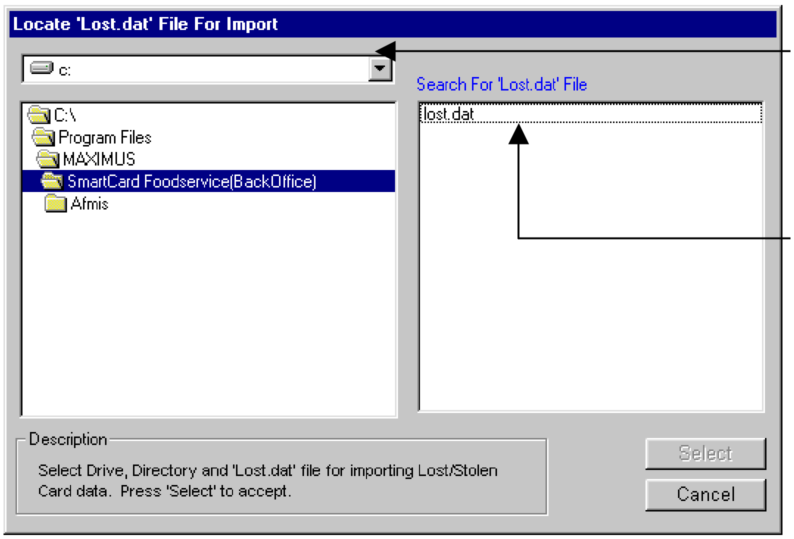
5. Click **Exit**.

The Main Screen appears.

Import Lost or Stolen Smart Card Data

1. From the Menu Bar, click **File** **Import** **Lost/Stolen Data**.

The Locate 'Lost.dat' File Screen appears.



Select the location of the Lost.dat file.

Select the Lost.dat file name.

2. Select the location of the Lost.dat file.

3. Click the **Lost.dat** file name, so that it is highlighted.

4. Click **Select**.

The Import Successful Message appears.

5. Click **OK**.

The lost and stolen smart card data is imported into BackOffice.

The Main Screen appears.

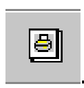
4.3 Print Transaction Reports

The Print Transaction Reports function provides nine report options:

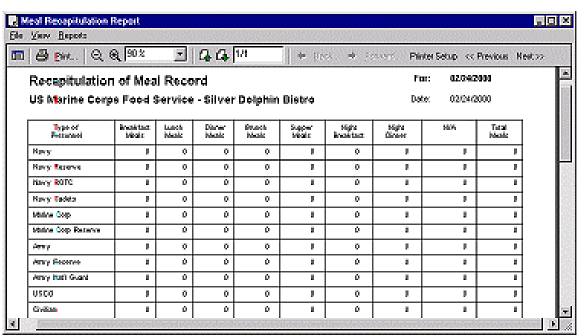
- Cash Meal
- Credit Meal Report
- Duplicate HC
- Manager Modification Report
- Overrides
- Recap
- RIK/SIK
- Voids
- Print All

The user can choose to print any or all reports. However, reports cannot be run for today if there are any stations on-line (reports are not accurate if stations are gathering data).

<u>To print transaction reports</u>:

1. From the Tool Bar, click .

The Meal Recapitulation Report Screen appears.

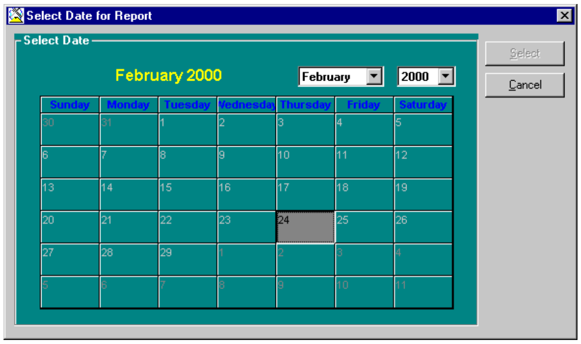


NOTE

When the report is first opened the scroll bar may not be available. To expose the scroll bar, click the – or + magnify glass on the tool bar.

2. From the Reports Menu, click **Select Date**.

The Select Date for Report Screen appears.



3. Select the date of the report to be viewed.

c. Click the correct **year** from the year drop-down list.

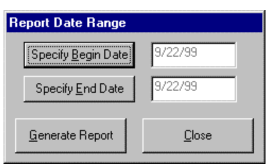
d. Click the correct **month** from the month drop-down list.

e. Click the correct **day** on the calendar.

4. Click **Select**.

5. From the Reports Menu, select the report to print.

♦ If the report selected requires a range of dates, the Date Range Screen appears.



a. Click **Specify Begin Date**.

b. Type the begin date for the report.

c. Click **End Date**.

d. Type the end date for the report.

e. Click **Generate Report**.

6. To print the report, click **Print**.

The report prints on the computer's default printer.

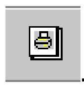
4.4 Diner Payroll Deductions

The user can view or print a detailed report of a diner’s payroll deductions by pay period.

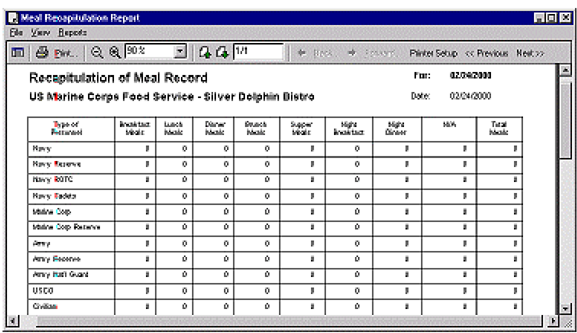
To view and print a diner’s payroll deductions:

1. From Menu Bar, click **File** **Reports**.

Or

From the Tool Bar, click .

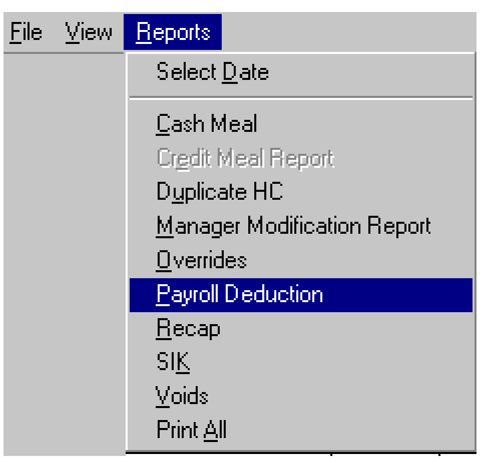
The Meal Recapitulation Report Screen appears.



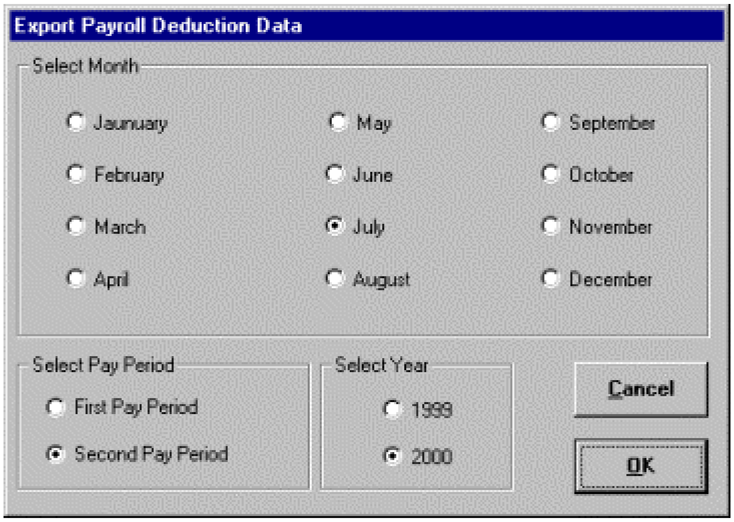
NOTE

When the report is first opened the scroll bar may not be available. To expose the scroll bar, click the – or + magnify glass on the tool bar.

2. From the Menu Bar, click **Reports** **Payroll Deductions**.



The Export Payroll Deduction Data Screen appears.



3. To set the parameters of the pay period:

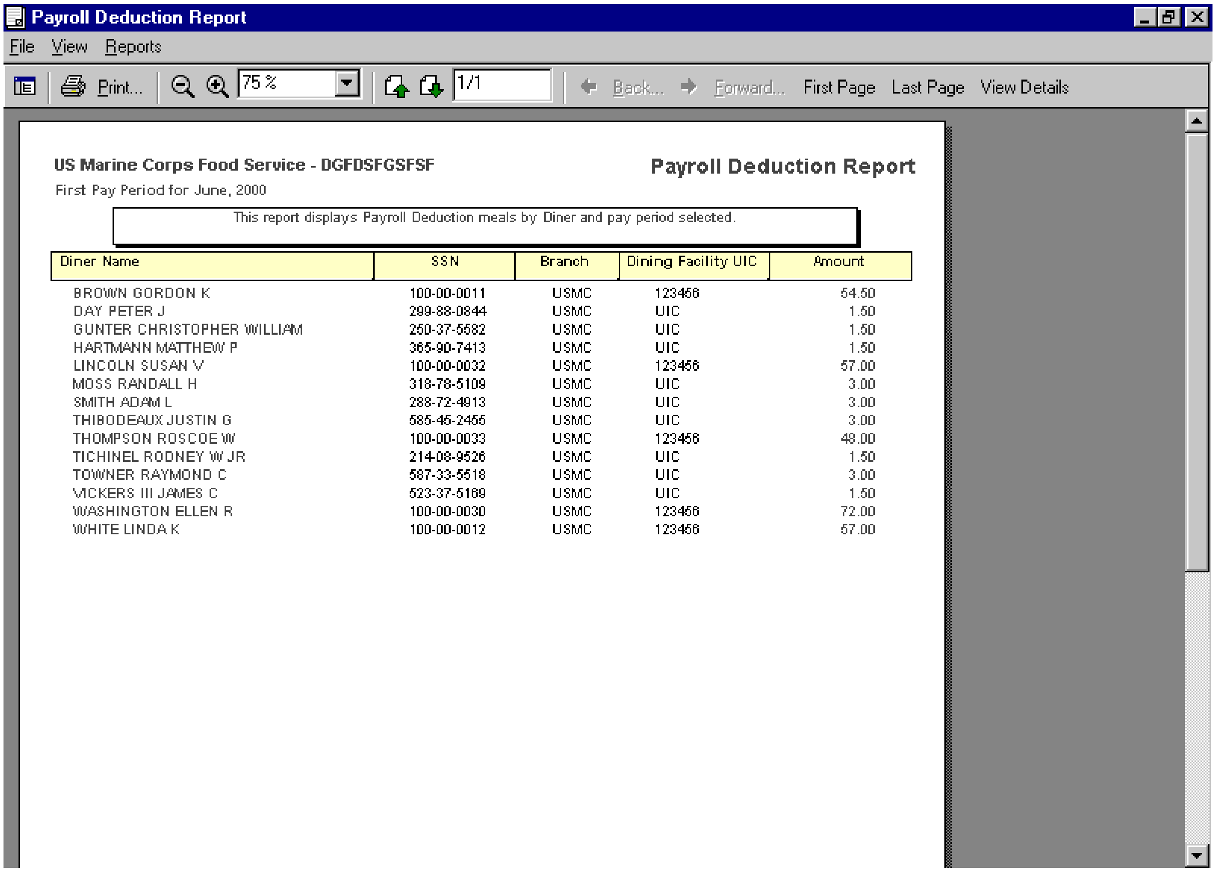
a. In the **Select Month** area, select the correct **month** radio button.

b. In the Select Pay Period area, select the correct **pay period** radio button.

c. In the **Select Year** area, select the correct **year** radio button.

d. Click **OK**.

The system extracts the data and the Payroll Deduction Report Screen appears.



US Marine Corps Food Service - DGFDSFGSFSF

Payroll Deduction Report

First Pay Period for June, 2000

This report displays Payroll Deduction meals by Diner and pay period selected.

Diner Name	SSN	Branch	Dining Facility UIC	Amount
BROWN GORDON K	100-00-0011	USMC	123456	54.50
DAY PETER J	299-88-0844	USMC	UIC	1.50
GUNTER CHRISTOPHER WILLIAM	250-37-5582	USMC	UIC	1.50
HARTMANN MATTHEW P	365-90-7413	USMC	UIC	1.50
LINCOLN SUSAN V	100-00-0032	USMC	123456	57.00
MOSS RANDALL H	318-78-5109	USMC	UIC	3.00
SMITH ADAM L	288-72-4913	USMC	UIC	3.00
THIBODEAUX JUSTIN G	585-45-2455	USMC	UIC	3.00
THOMPSON ROSCOE W	100-00-0033	USMC	123456	48.00
TICHINEL RODNEY W JR	214-08-9526	USMC	UIC	1.50
TOWNER RAYMOND C	587-33-5518	USMC	UIC	3.00
VICKERS III JAMES C	523-37-5169	USMC	UIC	1.50
WASHINGTON ELLEN R	100-00-0030	USMC	123456	72.00
WHITE LINDA K	100-00-0012	USMC	123456	57.00

4. To print the Payroll Deduction report,

a. From the Menu Bar, click **File** **Print**

Or

From the Tool Bar, click 

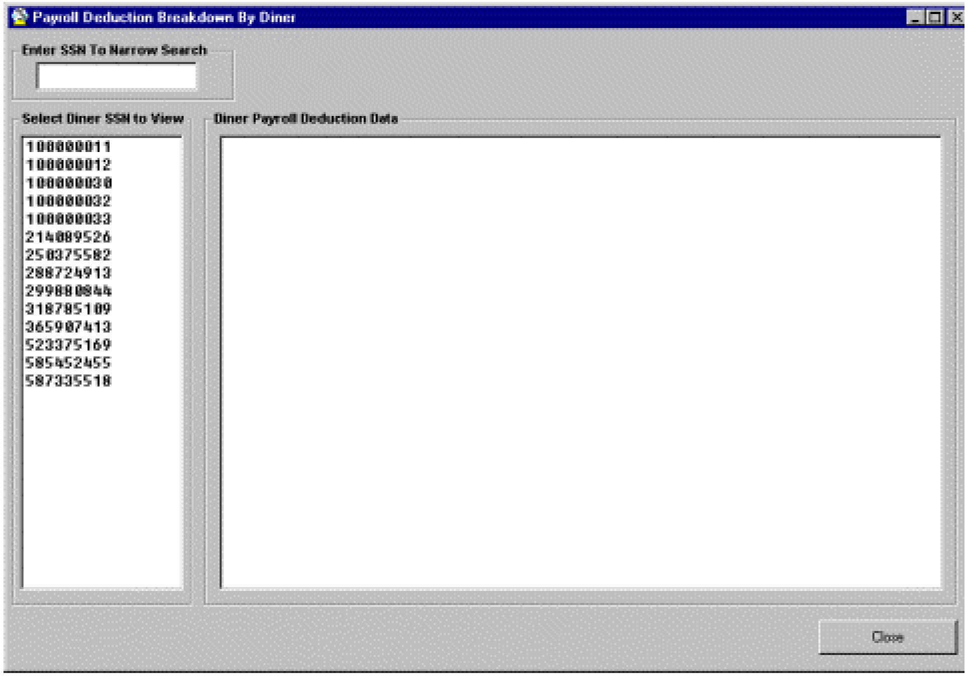
.

b. From the standard Print window, click **OK**.

5. To view a detail report of a diner's payroll deduction:

a. From the far right Menu Bar, click **View Details**.

The Payroll Deduction Breakdown by Diner Screen appears.

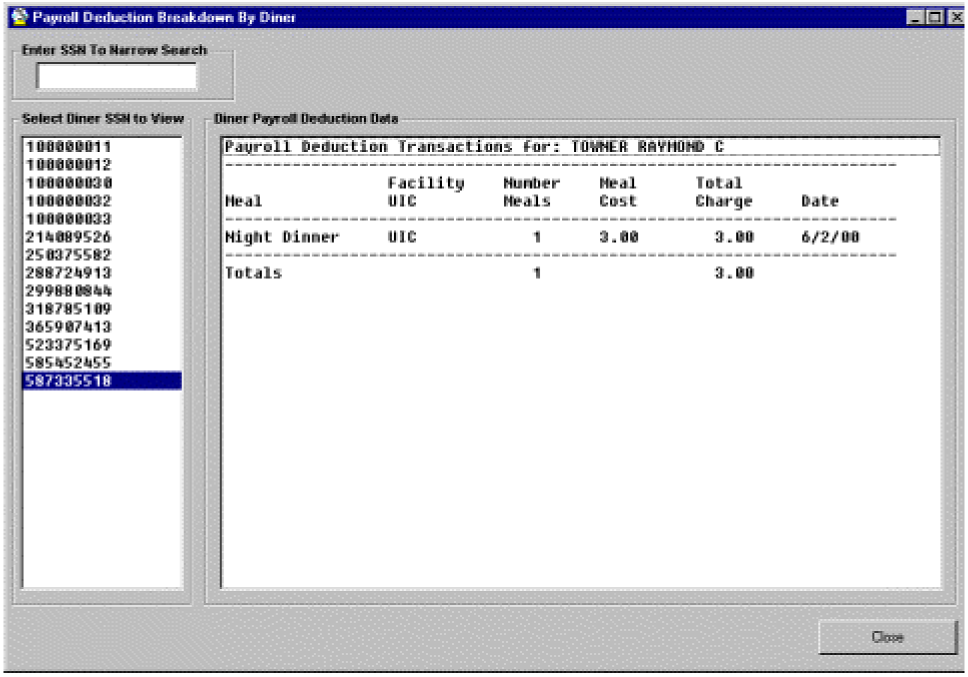


b. In the Enter SSN To Narrow Search field, enter the applicable SSN

OR

Select a SSN from the Select Diner To View area.

A detailed report on the payroll deduction for the selected SSN appears in the diner Payroll Deduction Data area.



6. Click **Close**.

The Payroll Deduction Report Screen appears.

7. To return to the Main Screen, click **File** **Exit** from the menu bar.

5 APPLICATION SETTINGS

The application settings are used to make changes to the application setup. This chapter describes each of the application settings.

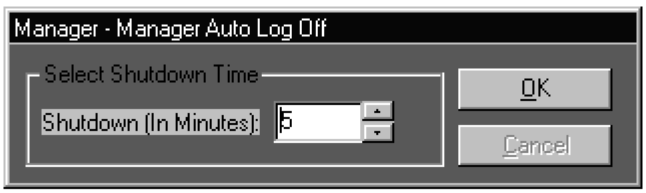
5.1 Auto Shutdown

The manager can change the number of minutes that the BackOffice computer may be idle while a manager is logged on.

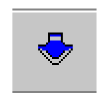
1. Log on as a **manager**.

2. From the Menu Bar, click **Settings** **Manager** **Auto Shutdown**.

The Manager – Manager Auto Log Off Screen appears.



Auto Shutdown Shortcut



Click this button from the Toolbar.

3. Use  to select the number of minutes that the BackOffice computer may be idle while a manager is logged on.

After this time, the application automatically logs the manager off.

4. Click **OK**.

The auto shutdown time is set.

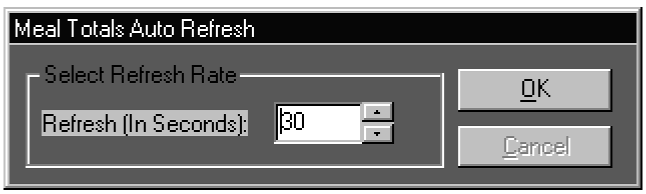
5.2 Auto Update

Managers can change the time to elapse between meal total updates (each time the meal totals are updated, the main screen is “refreshed” with the new information).

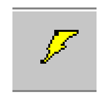
1. Log on as a **manager**.

2. From the Menu Bar, click **Settings** **Manager** **Auto Update**.

The Meal Totals Auto Refresh Screen appears.



Auto Update Shortcut



Click this button from the Toolbar.

3. To select the amount of time (in seconds) that should elapse between meal total updates, click .

4. Click **OK**.

The auto transaction update value is set.

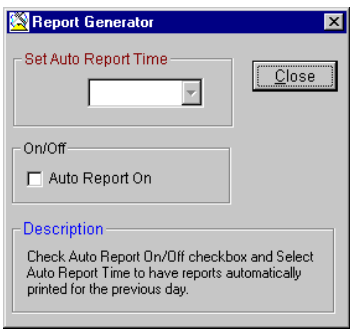
5.3 Auto Reports

Managers can change whether and when the application automatically generates new reports.

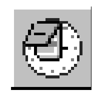
1. Log on as a **manager**.

2. From the Menu Bar, click **Settings** **Manager** **Auto Reports**.

The Report Generator Screen appears.



Auto Reports Shortcut



Click this button from the Toolbar.

5. To generate reports automatically, select the Auto Report On check box.

6. From the Set Auto Report Time drop-down list, select the time when the reports should be generated.

7. Click **Close**.

The auto report generator is set.

NOTE

*To ensure that the application recognizes the correct Auto Report Time, the user must complete **Step 3**, even if the displayed time is correct.*

5.4 Change Date

Managers can change the date on the computer and each workstation currently on-line.

1. Log on as a **manager**.

2. From the Menu Bar, click **Settings** **Change Date**.

   The System Date Screen appears.

3. Select the date:

   a. From the year drop-down list, select the **year**.

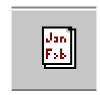
   b. From the month drop-down list, select the **month**.

   c. Click the correct **day** on the calendar.

4. Click **Select**.

   The system date is set.

Change Date Shortcut



Click this button from the Toolbar.

NOTE

Changing the system date changes the date on the computer and all of the stations on-line, not just the date in the application.

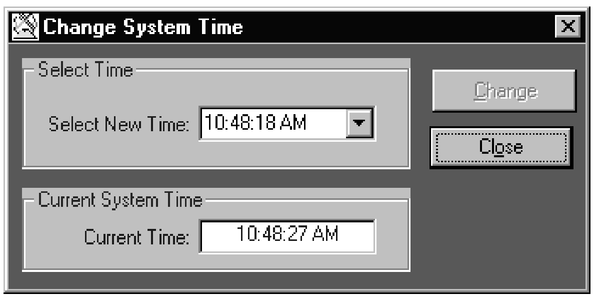
5.5 Change Time

Managers can change the time on the computer and each workstation currently on line.

1. Log on as a **manager**.

2. From the Menu Bar, click **Settings** **Change Time**.

The Change System Time Screen appears.



3. From the time drop-down list, select the correct **time**.

The selected time appears in the Select New Time box.

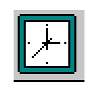
4. Click **Change**.

The system time is set.

NOTE

Changing the system time changes the time on the computer and all of the stations on-line, not just the time in the application.

Change Time Shortcut

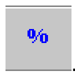


Click this button from the Toolbar.

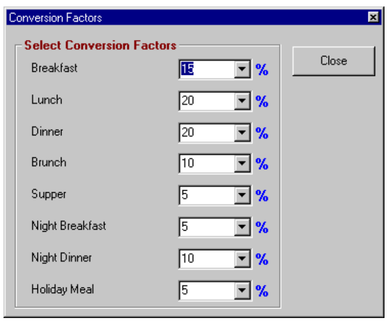
5.6 Conversion Factors

Managers can establish the conversion factors used in the Recapitulation Report.

1. Log on as a **manager**.

2. From the Tool Bar, click .

The Conversion Factors Screen appears.



3. To set the conversion factor percentage for a specific meal, click  beside the meal's percentage.

The Percentage drop down list appears (not shown).

4. Select the percentage.

5. Repeat Steps 3 – 4 until conversion factors are set for all applicable meals.

6. Click **Close**.

5.7 Dining Facility Name/Mess Code

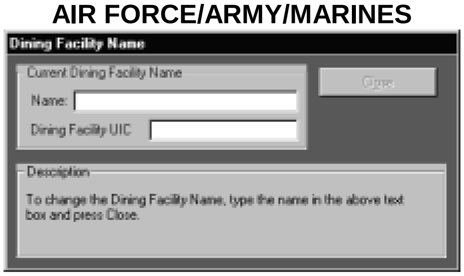
Managers can establish or change the name of the facility where the application is running.

1. Log on as a **manager**.

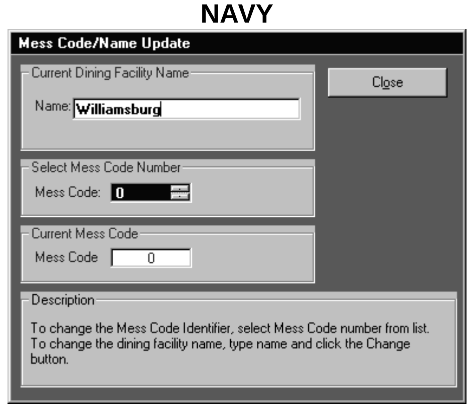
2. From the Menu Bar, click **Tools** **Manager** **Edit Dining Fac. Name (**or **Mess Code/DF Name**).

The Dining Facility Name Screen appears. The Dining Facility UIC field applies only to the USMC, and does not appear in the other services.

AIR FORCE/ARMY/MARINES



NAVY



3. In the Name field, enter the dining facility's name.

4. If USMC is the selected service, enter the dining facility UIC.

5. If Navy is the selected service, set the **Mess Code**.

a. Click .

b. Click in the Select Mess Code Number box to highlight the selected Code.

The Code appears in the Current Mess Code box.

6. Click **Close**.

The dining facility name and mess code are set.

5.8 Edit Manager Access List

NOTE

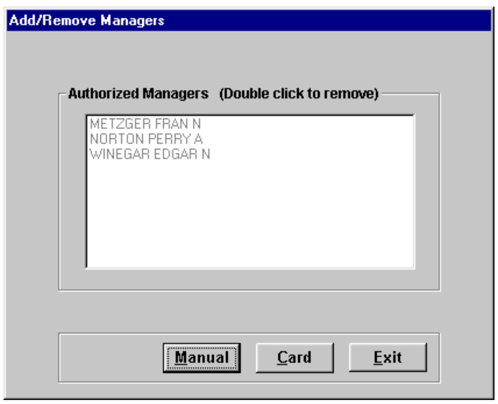
To add an authorized manager, that manager's SmartCard must be available.

Managers can add or delete individuals as authorized managers.

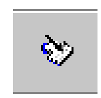
1. Log on as a **manager**.

2. From the Menu Bar, click **Tools** **Manager** **Edit Manager Access List**.

The Add/Remove Managers Screen appears.



Edit Manager Shortcut



Click this button from the Toolbar.

<u>To delete an authorized manager</u>:

1. Double click the **name** of the manager to be removed.

The Delete Manager Confirmation Screen appears.

2. Click **Yes**.

The manager's name is removed from the Authorized Managers List.

To add an authorized manager via smart card:

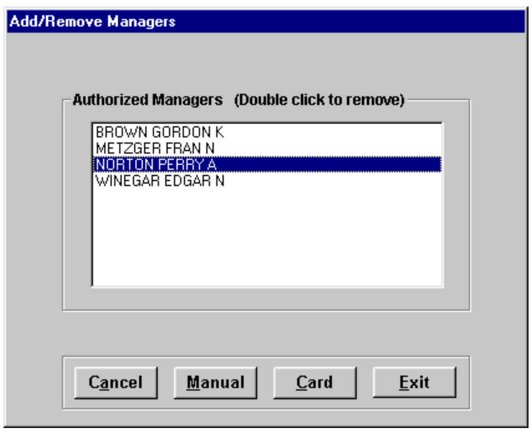
1. Click **Card**.

2. When prompted, insert the smart card of the manager being added.

If prompted for a PIN, enter and approve the cardholder's PIN.

3. When prompted, remove the smart card of the manager being added.

The Authorized Managers Screen appears with the newly authorized manager's name displayed.



4. To add more managers, repeat the steps listed above.

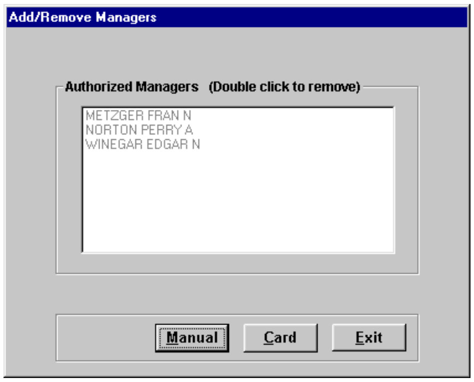
5. On the Add/Remove Managers Screen, click **Exit**.

The authorized managers are changed.

To manually add an authorized manager:

1. Click **Add Manager**.

The Add/Remove Managers Screen appears.



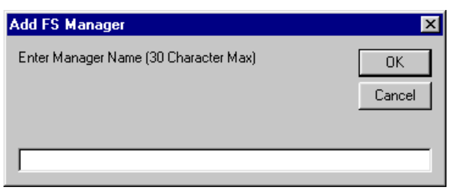
2. Click **Manual**.

   The Enter Manager's SSN Screen appears.

3. Enter the SSN of the new manager.

4. Click **Enter**.

   The Add FS Manager Screen appears.



5. Enter the new manager's name.

6. Click **OK**.

   A confirmation screen appears.

7. Click **Yes**.

   The Add/Remove Managers Screen appears with the newly added manager.

8. Click **Exit**.

   The authorized managers are added.

5.9 Edit Meal Data

NOTE

Only non-card and group meal data can be edited.

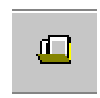
Managers can edit meal data in the selected database.

1. Log on as a **manager**.

2. From the Menu Bar, click **Tools** **Manager** **Edit Non-Card Meal Data**.

   The Edit Meal Data Screen appears.

Edit Meal Data Shortcut



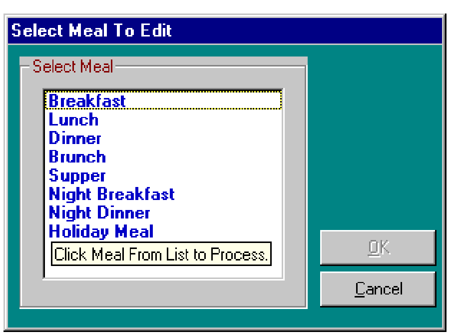
Click this button from the Toolbar.

3. Click the appropriate button:

Button	Action
Yes	The Select Meal to Edit Screen appears.
No	The Select Date Screen appears.

- Select the date desired.
- Click **Select**.

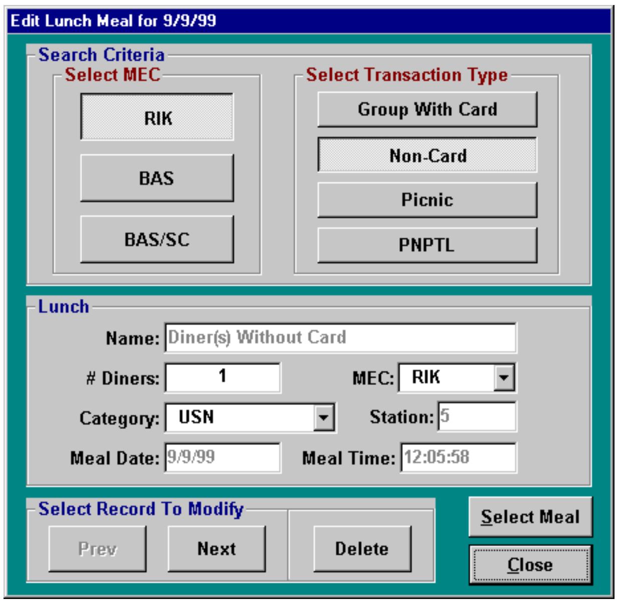
  The Select Meal to Edit Screen appears.



4. From the Select Meal to Edit Screen, click the correct meal.

5. Click **OK**.

The meal is selected and the Edit Meal Data Screen appears.



Picnic and PNPTL (person not passing through line) are only available for the Navy.

6. In the Select MEC box, click the meal entitlement code (MEC) to search.

7. In the Select Transaction Type box, click the meal transaction type to search.

If there are no matches, the Meal Data box remains blank. If the database contains any matches, the first record appears in the Meal Data box.

If there are multiple matches, **Next** becomes active in the Select Record to Modify box.

8. If applicable, in the Select Record to Modify box, click **Prev** and **Next** to display the record to edit.

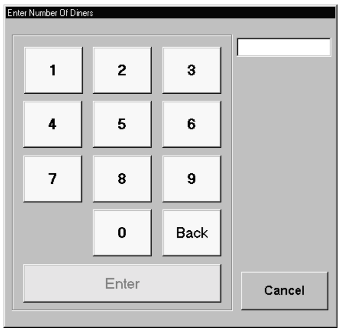
9. Edit the appropriate **field**.

To edit the number of diners:

> **NOTE**
>
> *Only one field can be edited at a time.*

a. Click in the **# Diners** text box.

The Enter Number of Diners Screen appears.



b. Type the number of diners using the virtual keyboard (shown above), or the computer's keyboard.

c. Click **Enter**.

To edit the meal entitlement code (MEC):

Select the correct MEC from the MEC drop down list.

To edit the category:

Select the correct category from the Category drop-down list.

To delete the record:

a. Click **Delete**.

A confirmation screen appears.

b. Click **Yes**.

10. To accept the edits, click **Accept**.

The Record Successfully Modified Screen appears.

11. Click **OK**.

The Edit Meal Data Screen appears.

12. Repeat Steps 10 – 11 until all fields are correct.

To select another meal to edit:

a. Click **Select Meal**.

b. Repeat steps 4-12.

To exit the Edit Meal Data Screen:

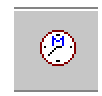
Click **Close.**

The Main Screen appears.

5.10 Edit Meal Times

Managers can change the meal ending times and the frequency of reminders that a mealtime has ended.

Edit Meal Times Shortcut

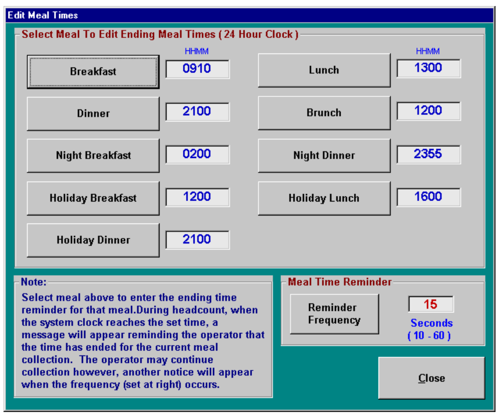


Click this button from the Toolbar.

1. Log on as a **manager**.

2. From the Menu Bar, click **Tools** **Manager** **Edit Meal Times.**

The Edit Meal Times Screen appears.

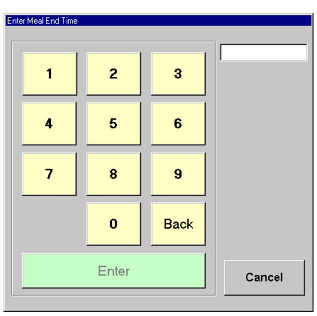


NOTE

Meal names are different for each branch of service. Otherwise, the procedure for editing Meal Ending Times is the same for all services.

3. To set the ending time for a specific meal, click the applicable meal button.

The Enter Meal End Time Screen appears.



NOTE

After the ending time has passed for a specific meal, the operator may continue to collect data for that meal.

The operator receives a reminder notice that the mealtime has passed. This notice appears based on the time set in the Reminder Frequency box.

4. Enter the meal ending time, in HHMM format, using the virtual keyboard (shown above), or the computer keyboard.

5. Click **Enter**.

The Edit Meal Times Screen appears.

6. Repeat Steps 3 – 5 until all meal-ending times are set.

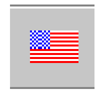
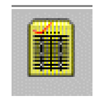
7. Click **Close**.

The meal ending times are set.

5.11 Holidays

Managers can change the dates when holiday meals are recorded.

Holidays Shortcut

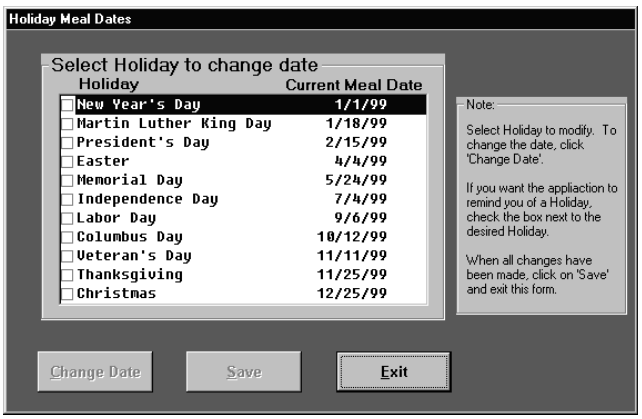
 **or** 

Click from the Toolbar.

1. Log on as a **manager**.

2. From the Menu Bar, click **Tools** **Manager** **Edit Holiday Dates**.

   The Select Holiday Screen appears.



3. Select the holiday to be edited.

4. Click **Change Date**.

   The Select Date Screen appears.

5. Select the date:

a. From the year drop-down list, select the **year**.

b. From the month drop-down list, select the **month**.

c. Click the correct **day** on the calendar.

d. Click **Select**.

The Holiday Meal Confirmation Message appears.

e. Click **Yes**.

6. Repeat step 3 through step 5 until all holiday meal dates are set.

7. Specify whether Foodservice displays a holiday reminder message (not shown) for the operator.

This message appears only when the operator attempts to collect non-holiday meal data on a specified holiday.

To set the holiday reminder message:

Click the box in front of the holiday.

A message will be displayed.

To remove the holiday reminder message:

Click the box in front of the holiday.

No message will be displayed.

8. On the Select Holiday Screen, click **Save**.

9. Click **Exit**.

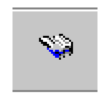
The holiday meal dates and reminder messages are set.

5.12 Meal Planning

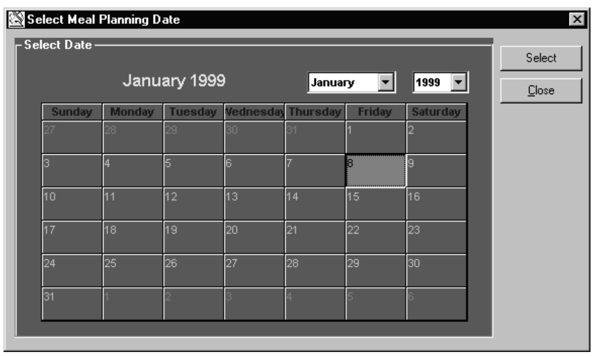
Managers can plan meals for specific dates and edit the available meal items. *(This function is only available when the program is set up for A-La-Carte mode.)*

1. Log on as a **manager**.

2. From the Menu Bar, click **Tools** **Manager** **Meal Planning**.

> **Meal Planning Shortcut**
>
> 
>
> Click this button from the Toolbar.

The Select Meal Planning Date Screen appears.



3. Select the **date** for the meal plan:

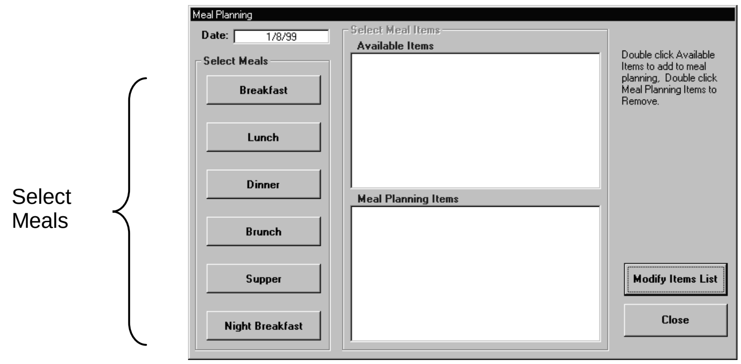
a. From the year drop-down list, select the **year**.

b. From the month drop-down list, select the **month**.

c. Click the correct **day** on the calendar.

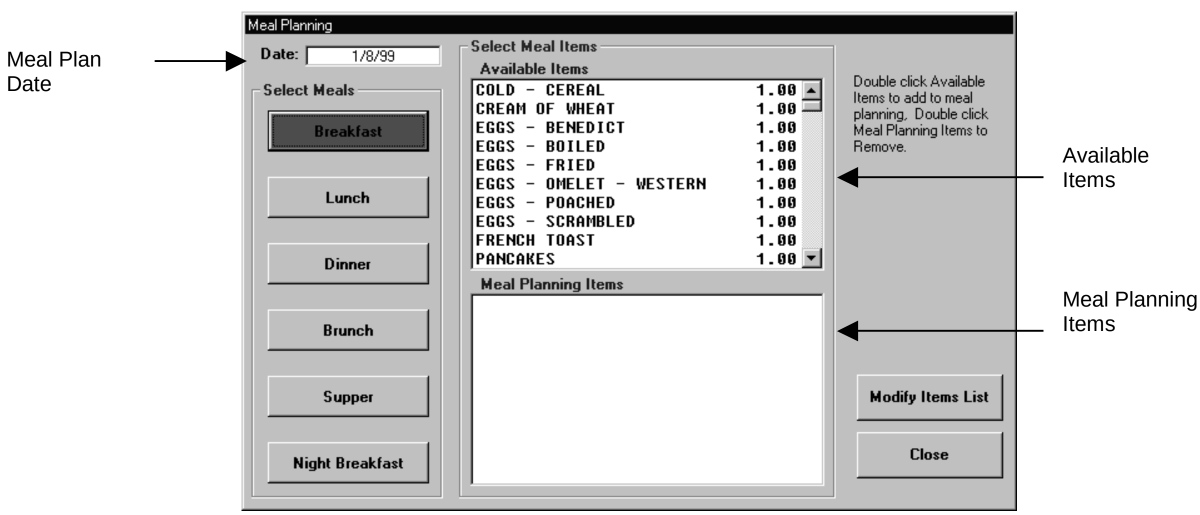
4. Click **Select**.

The Meal Planning Screen appears.



1. In the Select meals area, click the appropriate meal button.

The available items appear on the Meal Planning Screen.



2. From the Available Items box, double click each item to add to the meal plan.

3. Repeat Steps 5-6 until all of the meal plans are complete for the displayed date.

4. Click **Close**.

The Meal Items Updated Message appears.

> **NOTE**
>
> *To modify the Available Items List, click* **Modify Items List**
>
> *The Modify Meal Items Screen appears.*
>
> *See section 5.13, page 111, for details about modifying items.*

5. Click **OK**.

The Select Meal Planning Date Screen appears.

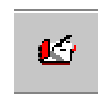
6. To exit Meal Planning, click **Close**.

The Main Screen appears.

5.13 Modify Meal Items

Managers can modify the available meal items. *(This function is only available when the program is set up for A-La-Carte mode.)*

Modify Meal Items Shortcut

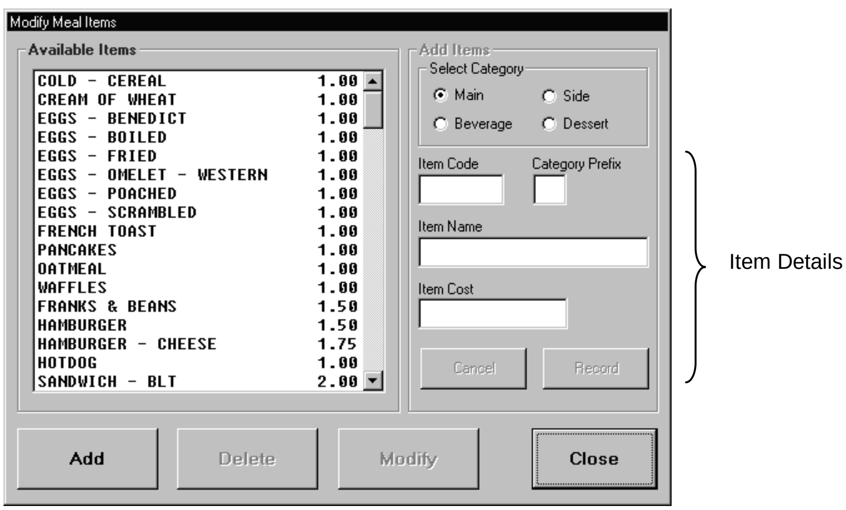


Click this button from the Toolbar.

1. Log on as a **manager**.

2. From the Menu Bar, click **Tools** **Manager** **Meal Items**.

The Modify Meal Items Screen appears.



To add a meal item:

a. Click **Add**.

b. Enter the Item Code, Item Name and Item Cost in the appropriate boxes.

c. Click **Record**.

The item is added to the Available Items List.

d. Repeat the steps listed above as needed.

To delete a meal item:

a. From the Available Items box, click the **item** to delete.

b. Click **Delete**.

The Delete From List Message appears.

c. Click **Yes**.

The item is deleted from the Available Items List.

To modify a meal item:

a. From the Available Items box, click the item to modify.

b. Click **Modify**.

c. Type the correct Item Name and correct Item Cost in the appropriate boxes.

d. Click **Record**.

The item is changed on the Available Items List.

e. Repeat the steps listed above as needed.

To exit Meal Modification, click Close.

The meal data is updated on all on-line workstations.

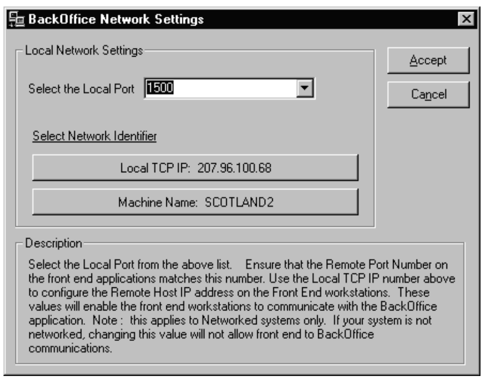
5.14 Network Settings

Managers can assign network settings.

1. Log on as a **manager**.

2. From the Menu Bar, click **Network** **Local Port**.

The Network Settings Screen appears.



3. From the Select Local Port # drop-down list, select the **local port number**.

4. Select the **network identifier**.

- Click the appropriate button:

Button	Action
Local TCP IP: 207.96.100.68	The station looks for the local TCP IP address.
Machine Name: SCOTLAND2	The station looks for the BackOffice machine name.

NOTE

Be sure to set up the stations so that they match the network identifier selected in Step 4.

For more information about station setup, see SmartCard Foodservice (A-La-Carte) Manager's Guide or SmartCard Foodservice (non-A-La-Carte) Manager's Guide.

5. Click **Accept**.

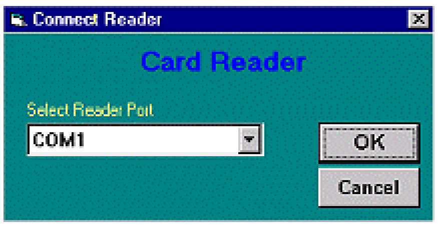
The network settings are set.

5.15 Select Com Port

Managers and operators can select the communications port (com port) where the smart card reader is attached:

1. From the Menu Bar, click **Settings** **Select Com Port**.

   The Connect Reader Screen appears.

2. Click to select the radio button for the correct Reader Port.

3. Click **OK**.

   The Verify Date/Time box (not shown) appears.

4. To return to the program, click **OK**.

   The Settings are assigned.

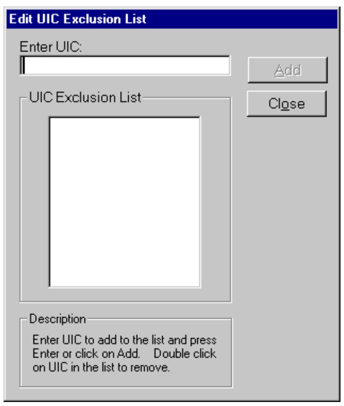
5.16 Edit UIC Exclusion List

Managers can add or delete a Unit Identification Code (UIC) from the exclusion list.

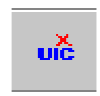
1. Log on as a **manager**.

2. From the Menu Bar, click **Tools** **Manager** **Edit UIC Exclusion List**.

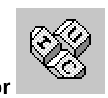
The Edit UIC Exclusion List Screen appears.



UIC Exclusion Shortcut



or



Click from the Toolbar.

<u>To add a UIC to the exclusion list</u>:

a. In the Enter UIC box, type the **UIC**.

b. Click **Add**.

<u>To delete a UIC from the exclusion list</u>:

In the UIC Exclusion List, double click the **UIC** to delete.

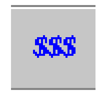
<u>To exit Edit UIC Exclusion List</u>:

Click **Close**.

5.17 Edit Meal Prices

Managers can update the prices for each type of meal.

Update Prices Shortcut

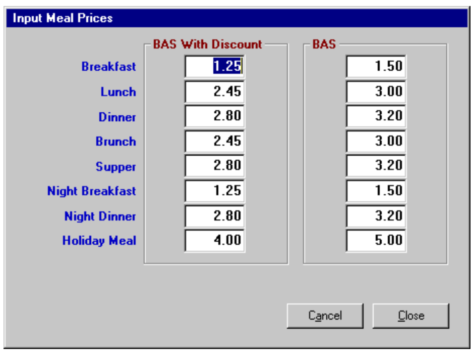


Click this button from the Toolbar.

1. Log on as a **manager**.

2. From the Menu Bar, select **Tools** **Manager** **Edit Meal Prices**.

   The Input Meal Prices Screen appears.



NOTE

The pricing options for the Navy are called BAS or BAS With Surcharge.

*The prices entered should be the same amount that the operator will **collect**.*

*The BAS With Discount price should always be **lower** than the BAS price.*

*The BAS With Surcharge price should always be **higher** than the BAS price.*

3. Click in the price box for the appropriate meal.

4. Enter the **price**.

5. Repeat steps 3-4 until all prices are set.

6. On the Input Meal Prices Screen, click **Close**.

   If any prices were left blank, a confirmation screen appears, asking if you still want to exit the screen.

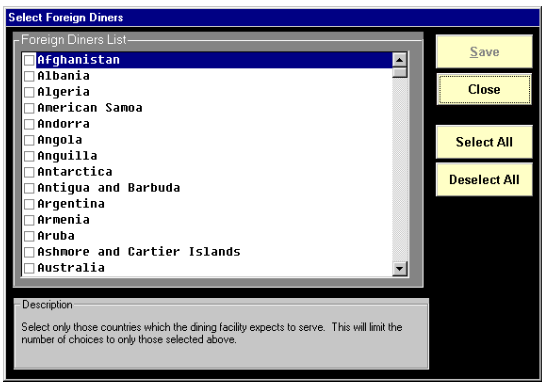
7. To save the changes, click **Yes**.

5.18 Track Foreign Diners

This feature allows managers to set the application to track the number of meals served to diners of any specified countries.

1. From the Menu Bar, click **Tools** **Manager** **Foreign Diners**.

The Select Foreign Diners Screen appears.



2. Scroll through the list of countries to find those that are to be selected.

3. Click the check box beside each country to be tracked.

4. Click **Close**.

The application is set to track meals served to the specified countries.

6 APPLICATION TOOLS

The application tools are used to help the user when specific needs arise. The tools include a method for: repairing the database if an error occurs, opening the master and transaction databases to make changes, sending messages to the workstations, and running an on-screen calculator.

This chapter describes each of the application tools.

6.1 Repair the Databases

BackOffice allows managers to repair the following databases when a system error occurs:

- ***Master*** Contains all of the application setting information.

- ***Transaction*** Contains all headcount information.

- ***Lost & Stolen*** Contains data on smart cards reported as lost or stolen.

  This database is compared to the diner's smart card. When a match occurs, a message notifies the operator to contact a manager.

- ***Exception*** Contains a list of Unit Identification codes (UIC) that may not be processed.

  This database is compared to the diner's smart card. When a match occurs, the meal may not be processed.

This section describes how to repair these databases.

WARNING

The Repair Database function should only be used when an error occurs.

Do not repair the Transaction, Lost & Stolen, or Exception databases when stations are on-line.

Doing so will result in incorrect data.

6.1.1 Repair the Master Database

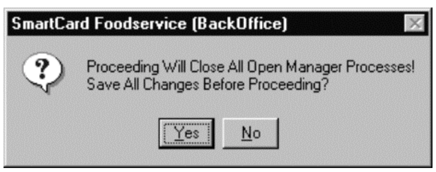
1. Log on as a **manager**.

2. From the Menu Bar, click **Tools** **Repair Database** **Master**.

The Repair Database Screen appears.

3. Click **Yes**.

The Proceed With Database Repair Screen appears.



4. Click the appropriate **button**:

Button	Action
Yes	Save changes to any open manager processes. The Database Repair Complete Screen appears. ♦ Click **OK**. The Main Screen appears.
No	Discontinue repairing the database. The Repair Aborted Screen appears. ♦ Click **OK**. The Main Screen appears.

6.1.2 Repair the Transaction Database

1. Log on as a **manager**.

2. From the Menu Bar, click **Tools** **Repair Database** **Transaction**.

The Repair Database Warning Screen appears.

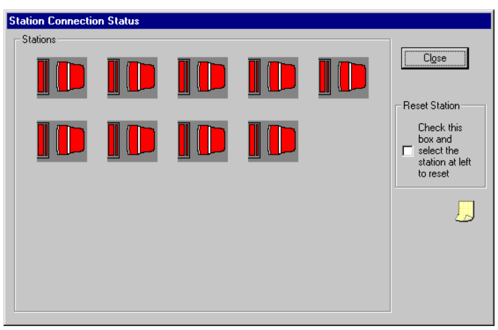
WARNING

Do not repair the database when stations are on-line.

Doing so will result in incorrect data.

3. Click **Yes**.

The Stations Screen appears.



4. Make sure that all stations are off-line (red).

5. From the Stations Screen, click **Close**.

The Proceed to Repair Database Screen appears.

6. Click **Yes**.

6.1.3 Repair the Lost & Stolen Database

1. Log on as a **manager**.

2. From the Menu Bar, click **Tools** **Repair Database** **Lost & Stolen**.

The Repair Database Warning Screen appears.

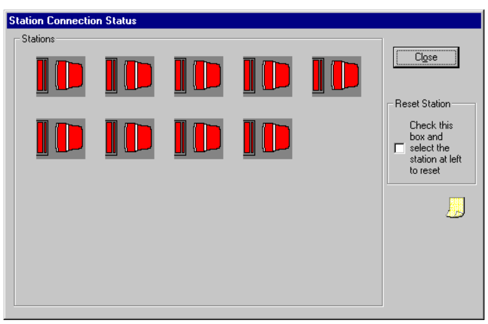
WARNING

Do not repair the database when stations are on-line.

Doing so will result in incorrect data.

3. Click **Yes**.

The Stations Screen appears.



4. Make sure that all stations are **off-line** (displayed in red).

5. From the Stations Screen, click **Close**.

The Proceed to Repair Database Screen appears.

6. Click **Yes**.

6.1.4 Repair the Exception Database

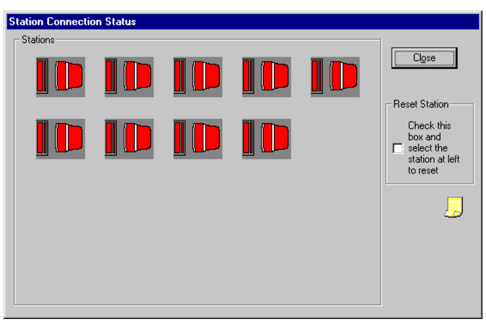
1. Log on as a **manager**.

2. From the Menu Bar, click **Tools** **Repair Database** **Exception**.

The Repair Database Warning Screen appears.

3. Click **Yes**.

The Stations Screen appears.



4. Make sure that all stations are **off-line** (displayed in red).

5. From the Stations Screen, click **Close**.

The Proceed to Repair Database Screen appears.

6. Click **Yes**.

WARNING

Do not repair the database when stations are on-line.

Doing so will result in incorrect data.

6.2 Ward Room

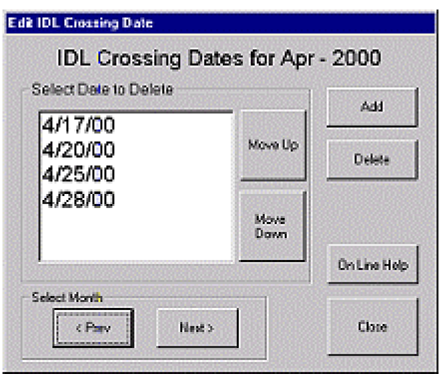
The Ward Room functions allow the manager to set International dateline crossing and change the dates that a tour is underway. See your *SmartCard Foodservice Non-A-La-Carte User's Guide* for information about managing the *Ward Room Officers List*.

6.2.1 International Dateline Crossing

The manager can record Ward Room meal dates for an International Dateline Crossing. This function allows the manager to track past, present and future dates of the meals affected by a dateline change, in addition to adding or deleting dates, as they become applicable.

From the Menu Bar, click **Tools** **Ward Room** **Edit Int'l Date Line Event**.

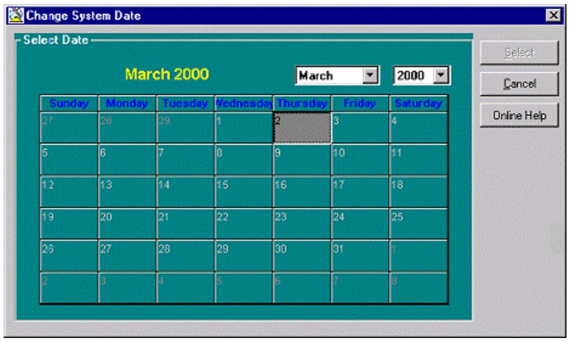
The IDL Crossing Date Screen appears.



Add IDL Date(s)

1. To add the date(s) of an International Dateline Crossing, click **Add**.

   The Select Date Screen appears.



Changing the system date changes the date on the computer, not just the date in the application.

2. Select the applicable date:

a. From the year drop-down list, select the correct **year**.

b. From the month drop-down list, select the correct **month**.

c. Click the correct **day** on the calendar.

The selected day becomes gray.

3. Click **Select**.

The selected date appears on the IDL Screen.

4. To continue adding dates, repeat steps **1-3**.

5. When completed entering dates, click **Close**.

Delete IDL Date(s)

1. Locate the year using the <**Prev** or **Next**> button.

The IDL Crossing Dates year appears at the top of the screen.

2. To select the desired date, use the **Move Up/ Move Down** button or click on the date.

The selected date is highlighted.

3. Click **Delete**.

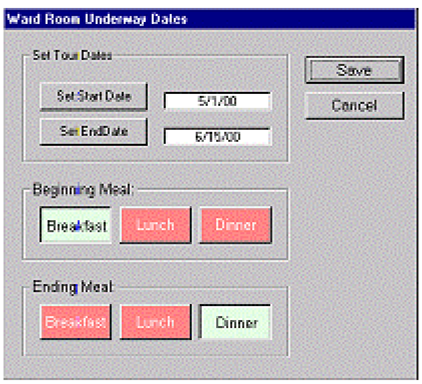
The selected date is deleted.

4. When completed deleting dates, click **Close**.

6.2.2 Set Underway Dates

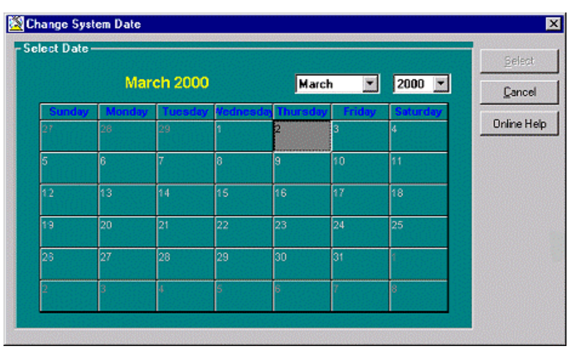
1. From the Menu Bar, click **Tools** **Ward Room** **Set Underway Dates**.

The Set Date Screen appears.



2. Click in the Set **Start Date** and/or **Set End Date** text box.

The Select Date Screen appears.



Changing the system date changes the date on the computer, not just the date in the application.

3. From the year drop-down list, select the correct **year**.

4. From the month drop-down list, select the correct **month**.

5. Click the correct **day** on the calendar.

The selected day becomes gray.

6. Click **Select**.

The Set Date Screen reappears.

7. In the Beginning Meal section, click the button for the first meal that the member will attend.

The selected button turns green.

8. In the Ending Meal section, click the button for the last meal that the member will attend.

The selected button turns green.

9. Click **Save.**

The Underway Dates are set.

6.3 Open the Database

The user may need to open a database to change its location. In addition, the user can view or edit information contained in these databases. Three databases can be opened:

- ***Master*** Contains all of the application setting information
- ***Current*** Contains the current headcount information that the operator gathers
- ***Previous*** Contains archived transaction database information

When Foodservice is initially set up, the master database is selected. In addition, the transaction database is automatically set using the current date.

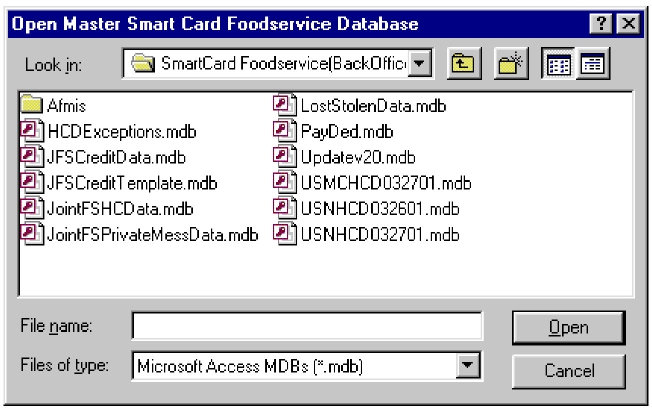
This section describes how to open the master, current and previous transaction databases.

6.3.1 Open the Master Database

1. Log on as a **manager**.

2. From the Menu Bar, click **File** **Open Database** **Master**.

   The Open Master Smart Card Foodservice Database Screen appears.



If the system is to be networked, the directory that the application resides must be set for sharing. See page 37 for instructions.

3. In the Look in text box, specify the **location** of the FSHCData.mdb file.

4. Click the **FSHCData.mdb** file, so that it appears in the File name text box.

5. Click **Open**.

   The Main Screen appears and the Master Database file is open.

6.3.2 Open the Transaction Database

Open Transaction Database Shortcut

Click this button from the Toolbar.

1. Log on as a **manager**.

2. From the Menu Bar, click **File** **Open Database** **Current Transaction.**

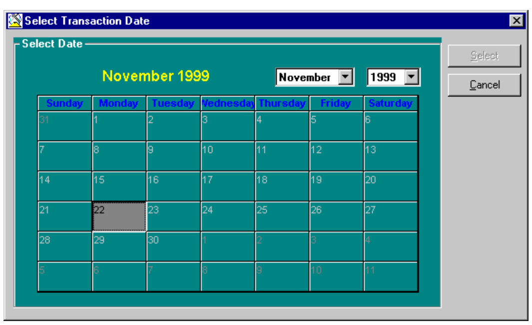
The Main Screen appears and the Current Transaction Database file is displayed.

<u>To open Previous Transaction Databases</u>:

1. Log on as a **manager**.

2. From the Menu Bar, click **File** **Open Database** **Previous Transaction**.

The Select Transaction Date Screen appears.



3. Select the correct date:

a. Click the correct **year** from the year drop-down list.

b. Click the correct **month** from the month drop-down list.

c. Click the correct **day** on the calendar.

4. Click **Select**.

Main Screen appears and the selected Previous Transaction Database file is displayed.

6.4 Message Center

When running the BackOffice application on a client/server platform, the operator can send a written message to the workstations that are on-line. This message can be sent to individual workstations or every workstation.

In addition, the workstations on-line can send messages to the BackOffice.

This section describes how to send a message from the BackOffice, reply to a message from a workstation, and delete a message sent by a workstation.

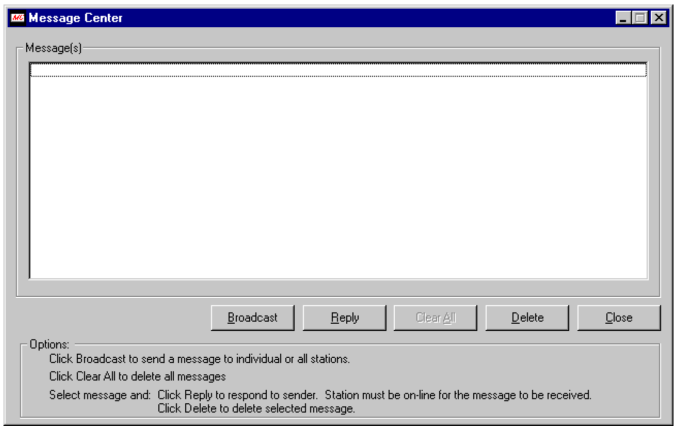
NOTE

Messages cannot be sent from a stand-alone platform.

6.4.1 Send a Message

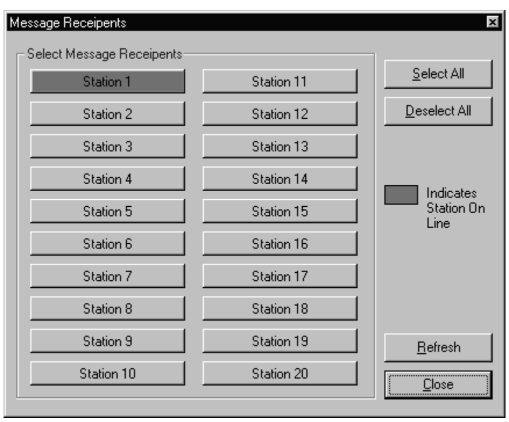
1. From the Main Screen, click **Network** **Message Center**.

The Message Screen appears.



2. Click **Broadcast**.

The Message Recipients Screen appears.



Each station appearing green is on-line.

3. To ensure that the data on the Message Recipient Screen is up-to-date, click **Refresh**.

The Message Recipient Screen updates to display the current on-line status.

4. Select the **station(s)** to receive the message.

To select all stations:

- Click **Select All**.

  All stations are selected.

To select individual stations:

- Click each **station** to receive the message.

  Each station is selected.

To deselect all stations:

- Click **Deselect All**.

  Each station is deselected.

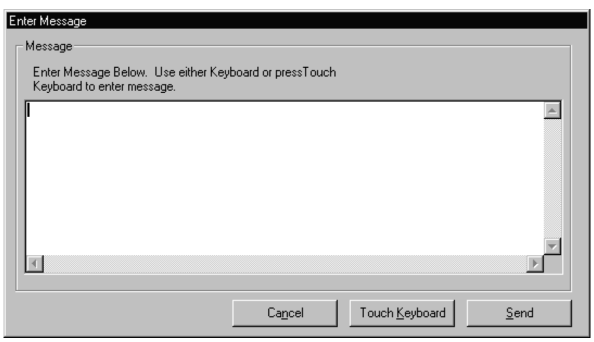
To deselect individual stations:

- Click each **station** to deselect.

  Each station is deselected.

5. On the Select Message Recipients Screen, click **Close**.

The Enter Message Screen appears.



6. On the Enter Message Screen, type the **message** to send, using the computer's keyboard.

7. Click **Send**.

The message is sent to the workstation(s) and the Message Screen appears.

To exit Message Center:

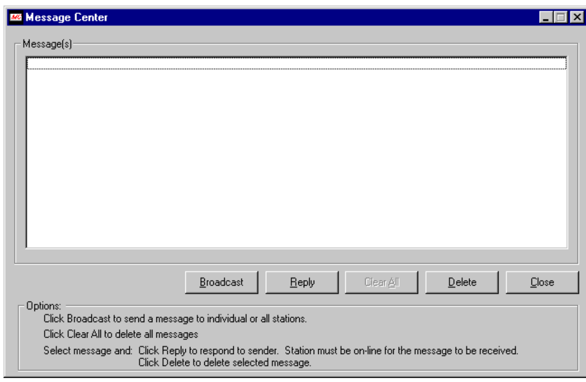
- On the Message Screen, click **Close**.

  The Message Center closes and the Main Screen appears.

6.4.2 Reply to a Message

1. From the Main Screen, click **Network** **Message Center**.

The Message Screen appears.



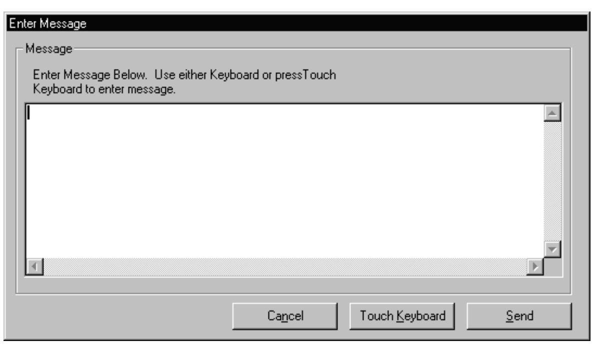
Station Number
and Message

2. On the Message Screen, click the **message** to reply.

The message is highlighted.

3. Click **Reply**.

The Enter Message Screen appears.



4. On the Enter Message Screen, type the **message** to send, using the computer's keyboard.

5. Click **Send**.

The message is sent to the workstation and the Message Screen appears.

To exit Message Center:

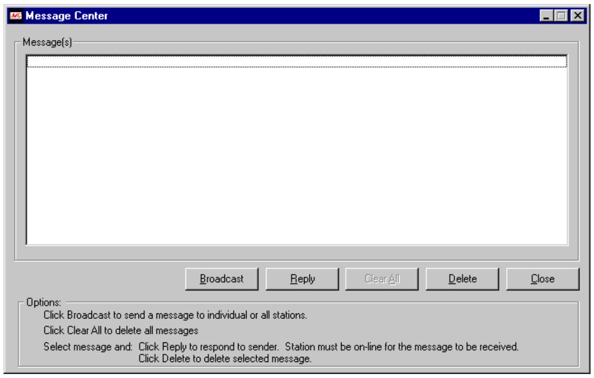
- On the Message Screen, click **Close**.

  The Message Center closes and the Main Screen appear.

6.4.3 Delete a Message

From the Main Screen, click **Network** **Message Center**.

The Message Screen appears.



<u>To delete an individual message</u>:

- On the Message Screen, click to highlight the **message** to delete.
- Click **Delete**.

  The message is deleted from the Message Screen.

<u>To delete all messages</u>:

- On the Message Screen, click **Clear All**.

  All of the messages are deleted from the Message Screen.

<u>To exit Message Center</u>:

- On the Message Screen, click **Close**.

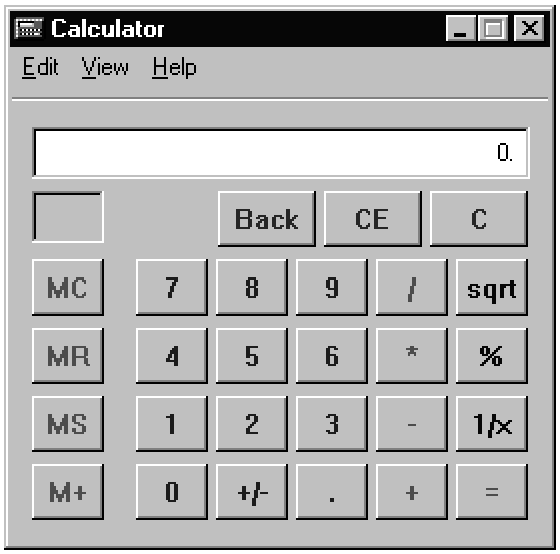
  The Message Center closes and the Main Screen appear.

6.5 Run the Calculator

To run the calculator:

1. From the Menu Bar, click **Tools** **Run Calculator**.

The On-Screen Calculator appears.



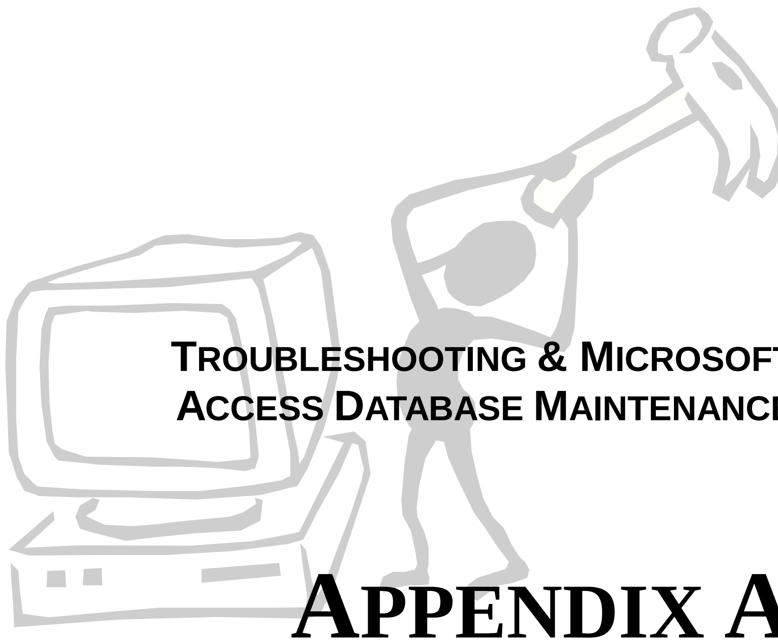
2. Click each **button**, as needed.

> **NOTE**
>
> *The On-Screen Calculator works exactly like a hand-held calculator.*

To exit the calculator:

- Click .

  The Main Screen appears.



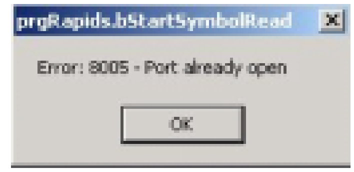
TROUBLESHOOTING & MICROSOFT ACCESS DATABASE MAINTENANCE

APPENDIX A

Using a Symbol PDF620 barcode scanner

Error 8005 Port already open

Verify that the serial port assigned to the barcode scanner is not in use by another peripheral device.



To determine the port assignment for the barcode scanner device:

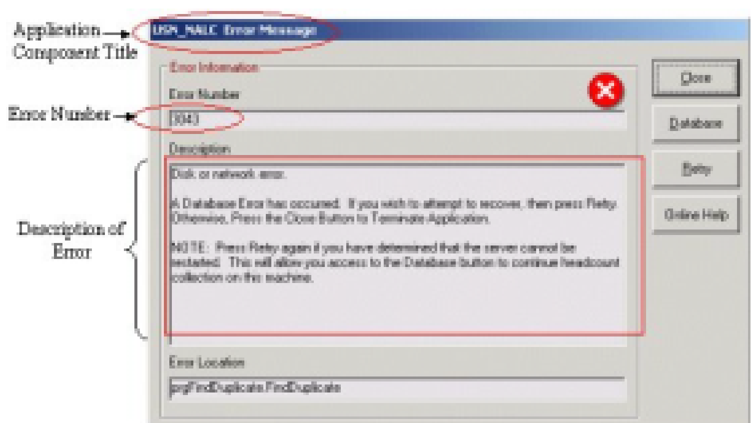
1. From the Settings menu, click **Select Rapids Reader Port**.

2. Select the correct port.
   OR
   If the barcode scanner is not in use, click the **Disable** option.

3. Click **OK**.

Note: *The port assigned to the smart card reader is disabled.*

Understanding the Error Window



The Error window contains important information that can be used by support technicians to diagnosis application errors. If the same error persists, note the information presented. This information can then be entered in the Technical Support Problem Description information window to be sent to technical support. Typically a LOG file is generated whenever an error message appears. All LOG file extensions are ".log" and stored on the BackOffice, in the application directory (c:\Program Files\Maximus\SmartCard Foodservice\).

Example of an Error Log

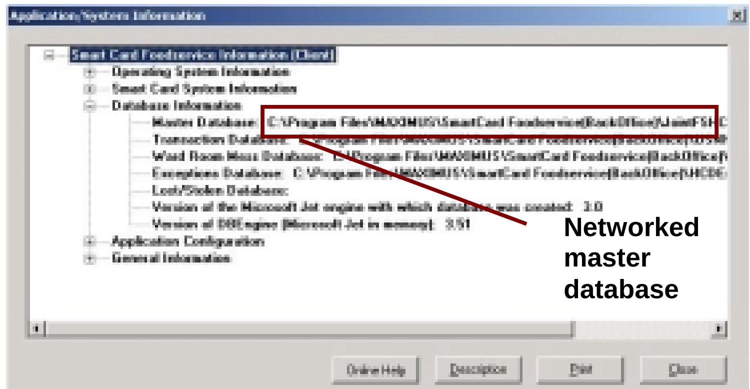
An Error Log contains detailed information pertaining to either a fault that occurred or some logged activity (i.e. manager login) within the program. Technical support uses this information to evaluate the fault and submit the solution. The log file follows the file naming of: <app/component name><mmddyy>.log (translates as, Client 110601.log.

```
Application initialized
     DFName: N/A
     Meal Date: 11/6/2001 9:56:09 AM
     Station 1 Operator: N/A

Setup Logon by REYNOLDS CYNTHIA C
     DFName: USS HARRY S. TRUMAN
     Meal Date: 11/6/2001 9:57:45 AM
     Station 1 Operator: N/A

 Error 341 - Invalid control array index  Location:frmRapidsPortSelect.EnableButtons
     DFName: USS HARRY S. TRUMAN
     Meal Date: 11/6/2001 10:22:30 AM
     Station 1 Operator: N/A
     Interface Mode: Non A-La-Carte
     Ward Room Mess: Yes
     System Networked: No
     Shipboard: Yes
     Ship Underway: No

     JSCFS App Ver: 3.50 Build: 10
     Operating System: Windows NT Version 5.00 Build 2195
     Meal: Lunch

     Master Database:  C:\Program Files\MAXIMUS\SmartCard Foodservice\JointFSHCData.mdb
     Transaction Database:  C:\Program Files\MAXIMUS\SmartCard Foodservice\USNHCD110601.mdb
     Ward Room Mess Database:  C:\Program Files\MAXIMUS\SmartCard
Foodservice\JointFSPrivateMessData.mdb
     Exceptions Database:  C:\Program Files\MAXIMUS\SmartCard Foodservice\HCDExceptions.mdb
     Lost/Stolen Database:

Manager  terminated application
     DFName: USS HARRY S. TRUMAN
     Meal Date: 11/6/2001 10:23:26 AM
     Station 1 Operator: N/A


Application initialized
     DFName: N/A
     Meal Date: 11/6/2001 10:24:13 AM
      Station 1 Operator: N/A
```

Technical Support

The technical support window provides details about the application and encompasses all the associated components that create the complete system. Each and every bit of information in this area is a vital source of information that provides a technical support technician the insight needed in order to understand your system's setup and diagnosis a problem.

Application/System Information

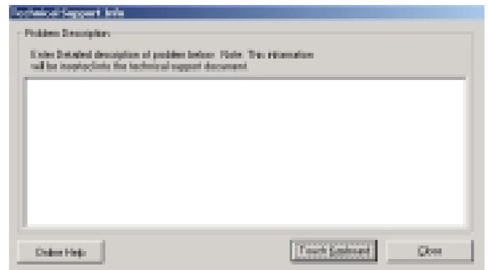


- A **networked** master database connection is indicated by two back slashes "\\" at the beginning of the path.
  \\Honolulu\Smart Card…

- A **local** database connection is indicated by a single back slash "\" at the beginning of the path.
  C:\Program Files\Maximus\Smart Card Foodservice\JointFSHCData.mdb

Technical Support Info

The Technical Support Info window allows you to enter a detailed description of your problem and inserts that information into a technical support document that will be faxed to a technical support technician.



1. From the Application/System Information window, click **Description**.

2. Enter your problem description.

3. When completed, click close. For additional information refer to the Help menu in the Menu Bar section of your user's guide.

Example of a Technical Support Document

The description entered into the Technical Support Info window is complied with all the information contained in the System Info window. The complied information automatically generates a formatted Technical Support form that includes all the essential information that is to be faxed to the Support information number provided at the bottom of the form.

Smart Card Foodservice (Client)
Dining Facility: USS HARRY S. TRUMAN
Application and System Information
3.50 Build: 11

Operating System Information:
Platform: Windows NT
Version: 5.00
Build: 2195

Smart Card System Information:
MARCW32.DLL:
BSmart32.DLL:
MAPHi.DLL:
GSAW32.DLL:

Database Information
Master Database: C:\Program Files\MAXIMUS\SmartCard Foodservice\JointFSHCData.mdb
Transaction Database: C:\Program Files\MAXIMUS\SmartCard Foodservice\USNHCD110801.mdb
Ward Room Mess Database: C:\Program Files\MAXIMUS\SmartCard Foodservice\JointFSPrivateMessData.mdb
Exceptions Database: \\Phuket\SmartCard Foodservice(BackOffice)\HCDExceptions.mdb
Lost/Stolen Database:
Version of the Microsoft Jet engine with which database was created: 3.0
Version of DBEngine (Microsoft Jet in memory): 3.51

Application Configuration Information
Branch: US Navy
Reader Communications Port: COM1
Station Number: 1
Application Version: 3.50
Application Build: 11

Description
Application can't read smart cards.

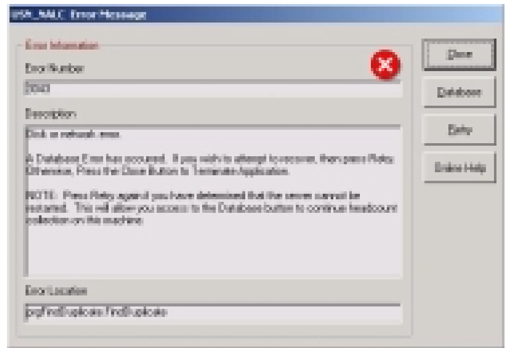
Please send a copy of this information by Fax
to the below number or
to your local support contact if available.

Support Information
Fax: 757-564-1478

Technical Support Fax Number

Network Database connection error.

Error Message **3043**



Be sure to select the option that provides the result you require.

Close

Pressing the Close button will result in the termination of the application. Select this option if you are attempting to correct a physical connection problem. Restart of the application should resolve the error.

Database

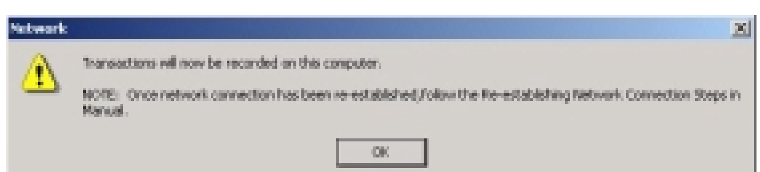
Pressing the Database button will result in the recording of transactions to the local database rather than record the transactions to the BackOffice database. To re-establish the database connection with the BackOffice, follow the instructions in the Client User's Manual "Connect Client to Network". **Notify your Foodservice Manager immediately.**

Retry

Retry will attempt to re-establish the connection with the current database. The retry option supports multiple uses. In cases where a physical problem is suspected (i.e. loose network cable) leave the error message window open until all corrections are made. When corrections are completed, then press Retry to reconnect.

Database Messages

When receiving a message that the station is set to its LOCAL Database or a Network connection message, follow the instructions provided in the message.

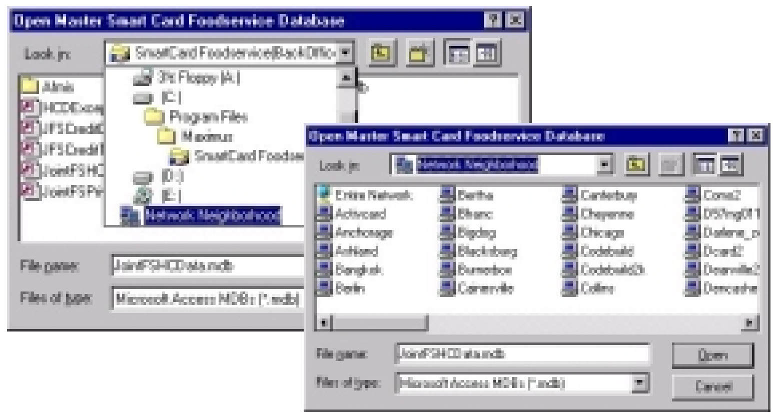


Open Master Database

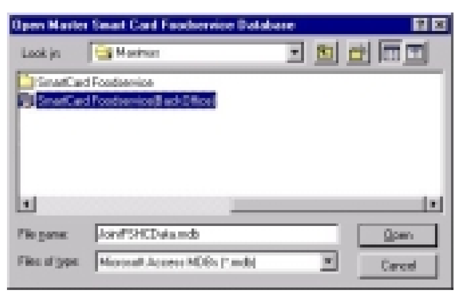
If the system is networked, the directory that the application resides must be set for sharing. See your BackOffice Administrator's guide for instructions on directory sharing.

When Foodservice is initially setup, the master database is selected. However, there are certain instances when the manager may need to change the database that Foodservice uses.

1. To open the Master Database, you must be logged on as a manager.
2. From the menu bar, click File → Open Database.
3. From the Open Database submenu, click Master.
4. In the Look in: text field, select Network Neighborhood from the drop-down.



5. Double click the BackOffice Computer's Name.
6. Once you have accessed the BackOffice computer, you should see the SmartCard Foodservice(BackOffice) folder. Note: If the SmartCard Foodservice (BackOffice) folder is not visible, ensure that the folder is shared.



7. Double click the SmartCard Foodservice(BackOffice) folder.
8. Click the JointFSHCData.mdb file, so that it appears in the File name field.
9. Click Open. The master database file is now open, and the client (POS) is connected to the BackOffice computer.

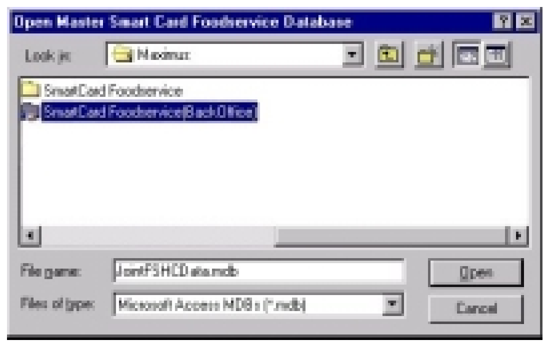
Re-connect POS to server Database

<u>Navy & Marine Only</u>

If the Database button is selected from a Network Database connection error window, you will need to re-establish the connection to the BackOffice database (Refer to your user's guide "Open Master Database" section). Prior to reconnecting, you will need to export data from the client POS and import the data into the BackOffice database.

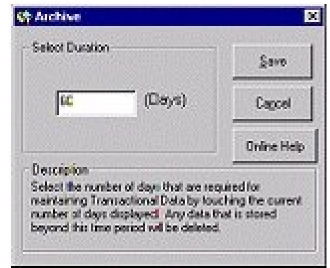
The following procedures must be performed to re-establish connection to the BackOffice database:

1. Data will need to be exported from the client POS for each day set to collect local transactions.
2. Select a shared directory on the BackOffice computer to export the files.



3. Once you access the BackOffice computer, you should see the highlighted folder shown above.
4. Double click the folder SmartCard Foodservice(BackOffice) or click the Open button.
5. Perform a file export from the client POS following the instructions provided in your user's guide "Export Navy/Marines Headcount Data" section.
6. When the export is complete for every day the client POS was operating off-line, re-connect the client POS to the BackOffice master database following the instructions in your user's guide "Master Database" section.
7. From the BackOffice computer, go to the File/Import/Transactions menu and follow the instructions in your BackOffice Administrator's guide "Export/Import Headcount Data". Select the shared directory as mentioned above that you placed your files in. All transactions for each day will automatically be imported into the appropriate BackOffice transaction database.
8. If any data has been exported to FSM, you will need to re-process exports from BackOffice to FSM for those days (refer to your BackOffice Administrator's guide "Export" section).

How the application automatically maintains records via the Archive Settings



Use of the Archive feature, ensures that data is automatically retained for a specified period of time. Each day's transaction data is preserved in a separate database. Therefore, aside from a complete hard drive failure, problems incurred by a corrupted transactional database shouldn't result in a total data loss. In most cases, corrupted databases result from improperly shutting down the computer, corrupted diskettes, etc.

Repair Client/BackOffice Database

The most common database corruption is caused from improperly shutting down the client POS or BackOffice server machines (refer to your Foodservice client or BackOffice user's guide "Repair Database" section).

Do Not – power down the computer while the operating system is running.

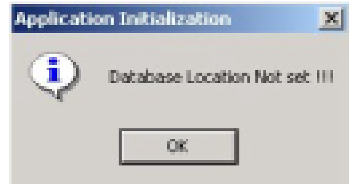
Consult your Operating Systems manual for the proper procedure when shutting down your system.

Always exit the application prior to shutting down the computer.

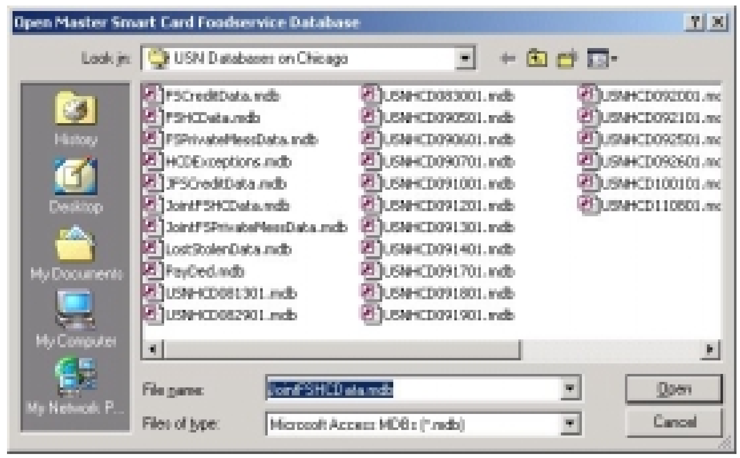
Database Initialization Error

The database is not found during the application startup

Failure to detect the database during application startup will force the application to display a “Database Location Not set” message. This message will require you to locate the database.



1. From the Database Location Not set message, click OK.
2. From the Open Master Smart Card Foodservice Database window, click the “JointFSHCData.mdb” file.



3. Click Open.

If the JointFSHCData.mdb file is not listed when the Open Master Database window appears, refer to the “Open Database” trouble shooting topic to access the file.

Card Errors

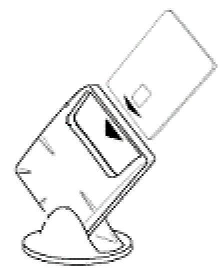
Should an error occur during a card read, verify the following procedures.

Card Read Error

1. Remove the card from the reader and re-insert.
2. Remove the card and clean the IC chip with a clean soft cloth. (Do not use any cleaning agents).
3. Verify the card reader connector and/or power connector is securely connected.
4. Replace the card reader with another reader that is known to be working properly.
5. If the error persists, process the meal as a non-card meal.

Card not powered up

Remove the card from the card reader and re-insert correctly (card should be inserted face up with end closest to the IC chip).



Terminology

Appendix B

Term	Definition
Biometrics	Automated methods of authenticating or verifying an individual based on a physical or behavioral characteristic.
Bit (Binary Digit)	The unit of information; the amount of information obtained by asking a yes-or-no question; a computational quantity that can take on one of two values, such as true and false or zero and one; the smallest unit of storage - sufficient to hold one bit.
Common Access Card (CAC)	A smart card used as the Department of Defense (DoD) standard identification card. It is replacing existing military and civilian personnel identification cards, and will be used as the DoD's authentication token. The new CAC combines multiple technologies on a single plastic card, including: a microcomputer based on an embedded integrated circuit computer chip; a magnetic stripe; a barcode: and a photograph. The CAC will be the principle card used to enable physical access to buildings and controlled spaces, and will be used to enable information technology systems and applications that access the Department's computer networks. The new CAC will be issued to active duty and selected reserve personnel, DoD civilian employees, and eligible DoD contractor personnel. *See Smart Card.*
Cryptography	The art of protecting information by transforming (encrypting) it into an unreadable format, called cipher text. Only those who posses a secret key can decipher (or decrypt) the message into plain text. Encrypted messages can sometimes be broken by cryptanalysis (also called code breaking), although modern cryptography techniques are virtually unbreakable. Cryptography is used to protect e-mail messages, credit card information, and corporate data.
Encryption	A process for scrambling electronic files into an unreadable format using a mathematical algorithm to prevent any but the intended recipient from reading that data.
Enterprise	Literally, it refers to an organization. In the computer industry, the term is often used to describe any large organization that utilizes computers. An intranet is a good example of an enterprise computing system.
PIN	Personal Identification Number made up of 4 to 8 alphanumeric characters. A PIN is used to gain access to a specific application, smart card or function.

Public Key Infrastructure (PKI)
PKI is a framework of laws, policy, procedures, and technologies for the use of digital credentials. These credentials provide confidentiality, integrity, authenticity, and non-repudiation in electronic communications and transactions. PKI is the service that validates, issues, and revokes digital credentials for objects.

Secure Sockets Layer (SSL)
A protocol designed by Netscape Communications to enable encrypted, authenticated communications across the Internet.

Security
Protection of resources (e.g., facilities, systems, and information) against unauthorized access, modification, and/or limited use to unauthorized users, including those measures necessary to detect and counter such threats. It may include data encryption (e.g., Public Key Infrastructure (PKI)), virus detection, firewalls, and the use of authentication codes such as username, passwords, and PINs.

Security Certificate
A chunk of information (often stored as a text file) used by the Secure Socket Layer (SSL) protocol to establish a secure connection. Security certificates contain information about whom it belongs to, from who it was issued, a unique serial number or other unique identification, valid dates, and an encrypted "fingerprint" that can be used to verify the contents of the certificate. In order for an SSL connection to be created both sides must have a valid security certificate.

Server
A host computer on a network that answers requests for information from it. The term server is also used to refer to the software that makes the process of serving information possible.

Smart Card
A credit card-size device, normally for use by personnel, that contains one or more integrated circuits and may also employ one or more of the following technologies: magnetic stripe; bar codes, linear or two-dimensional; non-contact and radio frequency transmitters; biometric information; encryption and authentication; and photo identification.

Smart Card Reader
A peripheral device or integrated device that is capable of reading and writing to any ISO 7816 compliant smart card.

INDEX